

As we all deal with the concerns over the spread of the coronavirus (COVID-19), we want to let you know that our top priority is to ensure the health and well-being of our staff, our members and our community. We are monitoring reports from the CDC and our local health officials and we are following their recommendations to ensure we are able to safely serve our members and our branches can remain open.

In the event you are not able to come into a branch, we offer many ways to manage your money remotely.

- Online Banking, Bill Pay and Mobile Banking gives you access to your account from home at anytime you need it. You can make payments, transfer money, deposit checks, check your balances and more.
- Telephone Banking is available if you do not have access to a computer. This service can be reached by calling (248) 663-7881. You can make transfers, check your balances and account history.
- OUR Call Center is available 8am-6pm Monday-Friday and 9am-1pm Saturday to help you with access to any of our remote services. You can call or text us at (248) 549-3838 for assistance.

If you are personally impacted and having a challenge making your loan payment, we encourage you to contact us so we can help you explore all options available. Our support staff is here to help you at (248) 549-3838. You can also email us at [info@ourcuonline.org](mailto:info@ourcuonline.org). A complete list of contact numbers and emails are available at <https://www.ourcuonline.org/contact-us>.

Updates will be posted to our website along with our social media pages on Facebook or Twitter.

As a reminder, CDC always recommends everyday preventive actions to help prevent the spread of respiratory diseases, including:

- Avoiding close contact with people who are sick.
- Avoiding touching your eyes, nose, and mouth.
- Staying home when you are sick.
- Covering your cough or sneeze with a tissue, then throwing the tissue in the trash.
- Cleaning and disinfecting frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Washing your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.

Learn more about Coronavirus (COVID-19) from The Center for Disease Control website here: <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

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