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To our valued members:

March 18, 2020

I know you have been inundated with multiple emails regarding COVID-19. By now the procedures in place as recommended by the Centers for Disease Control (CDC) are well known. I did want to assure you that Hoosier United Credit Union is here, open, and ready to assist you. This is an unprecedented time for all of us, but I wanted to share with you briefly what would occur in case we would have to close our physical locations temporarily because of this pandemic.

Should we be unable to physically be onsite at one or both of our two locations, you still can access your money. Through PerfectTeller, you can view balances, make transfers and pay your bills through iPay bill pay. Courtesy Pay is available on checking accounts. Please call or email, we can set this up immediately upon request. Through your debit card, balances are updated as deposits and withdrawals occur through your account. Through shared branching, you can go to one of the branches and access your cash. Please visit our website at www.hoosierunitedcu.com or www.allCO-OP.org for a list of nearly 30,000 surcharge free ATM locations and more than 5,000 branch and self-service locations covering all 50 States.

We also have procedures in place to have phones forwarded to myself and VP of Operations, Jeanna Richardson, should we not physically be able to be in the office. We would also be processing all direct deposits and withdrawals remotely, so your account will show no disruptions.

Accessing cash may be the least of your concerns, and I genuinely understand. Because of the uncertainty of the virus, the economy and employment status due to closures, **WE WANT YOU TO KNOW WE ARE HERE FOR YOU.** For our small part to try and aid in relief we are:

Suspending bill pay fees

Suspending ATM usage fees

Offering 90-day emergency loans

If you are having difficulties paying your normal monthly obligations with us, we do offer extension agreements. Please call (317)923.4747 or email credit.union@hoosierunitedcu.com for more information.

Sincerely,



Jennifer Mulligan
CEO