



Dear Credit Union Member,

April 8, 2020

The Credit Union remains open to serve our members during the COVID-19 pandemic as we are an essential business under NC Executive Orders in place. We continue to serve our members with required precautions in place to protect the health and safety of our staff and members. With the current Executive "Stay in Place" Order, we encourage members to conduct as much of their business as possible remotely through online access, mobile app, remote deposit, phone and ATMs. Our offices are open for those that require an onsite visit, with drive thru service at the Main Office, as the preferred form of service. Appropriate social distance and daily sanitizing measures are in place to reduce risks. Any changes hours or operation status will be communicated via our website, mobile app, phone message and office postings.

Some members may be expecting stimulus (economic impact) checks by direct deposit or mailed checks from the IRS. Unfortunately, during this crisis, there are scammers at work attempting to defraud citizens of their needed funds. **DO NOT click on any email links nor respond to any request for personal or account information.** Scams are usually by phone calls, texts, e-mails or website links asking for personal or financial information in order to receive your federal payment. Their warning includes paying someone who calls with a promise to expedite or obtain a payment or loan for you. Report any suspicious activity to the Credit Union and your local law enforcement. See the IRS website www.irs.gov/coronavirus for more information.

Some members may also be experiencing financial hardship resulting from business closings and temporary shutdowns due to the pandemic. If you have lost your job, been furloughed, or experiencing a significant loss of income due to the pandemic, please contact the Credit Union for assistance and answers to your questions. We may be able to provide assistance for those members negatively impacted by the pandemic with loan payment extensions, loan modifications, waivers on overdraft fees, early CD withdrawals, and other account/service fees. Below is a list of contact numbers, email addresses and other pertinent information for your reference. Please don't hesitate to contact us as we are here to serve you.

Sincerely,

The Board & Staff of CS Credit Union

Catawba Main Office: Phone: 828-241-6048 or 800-438-3335 x6048 Fax: 828-241-2606

Audio Response: 828-241-6324 or 800-864-1927 Mobile App iOS & Android: CS Credit Union

Email: info@csnccreditunion.org or loans@csnccreditunion.org

Loans/Collections: Loretta Wingate 828-241-6031 Operations: Abby Mauney 828-241-6025

Member Service/Debit Cards: Leah Harris 828-241-6065 Manager: Steve Vaden 828-241-6196

Lobby/Drive Thru Hours: M-F 8:30 am – 5:00 pm, Thursday extended hours to 6:30 pm.

Claremont Teller Office: Deborah Brown: 828-459-5768 Susan Bumgarner: 828-459-5784 Fax: 828-459-5039 Hours: M-W, Friday 8:30 am – 5:00 pm, Thursday hours 10 am - 6:30 pm.