



March 17, 2020

Update from RiverFall Credit Union regarding Coronavirus Preparedness
Temporary Closure of Lobby Areas

With the increasing concerns and new information regarding the spread of the Coronavirus (COVID-19), we want you to know that RiverFall Credit Union is proactively taking measures to ensure continued operations while voluntarily assisting our city by limiting “person-to-person” contact.

Beginning Wednesday, March 18, 2020, the lobby areas of all RiverFall offices will be closed. The credit union will remain full service at all locations. Extra drive thru lanes, outdoor ATMs, online/web services and phone services will be available during regular business hours. Below is a complete list:

- **Drive thru service for all banking transactions** – Some members may be asked to pull into credit union parking for transactions that may take extra time. A credit union representative will come to your vehicle to assist you.
- **ATMs** – ATM service will remain available at all RiverFall locations. Remember, members with Kasasa™ reward checking receive unlimited ATM fee refunds nationwide each month if they qualify (see our website for full details), so ATM access has never been more convenient.
- **Shared Branching** – Shared branching locations may remain open in your area. Call 1-888-SITE-CO-OP (888-748-3266) to locate a branch or 888-837-6500 for personal assistance, 24/7.
- **Night Depository** – You may continue to make deposits overnight at all RiverFall locations.
- **Electronic Services** – Full account access will remain available via **online banking** and with our **mobile app**. **Bill pay** (pay your bills online), **remote deposit** (deposit checks via the mobile app), and **phone banking** are additional service options as well.
- **Instant Issue Debit Cards** – If you need a replacement, no worries. During this time, we will issue your new card and deliver to you via drive thru.

If you need to be granted access to electronic services or want to request assistance in any way, please call us at 205-759-1505. **Safe Deposit Box** access will be made available, but please call ahead.

We are committed to protecting the health and wellness of our members and our employees while continuing to provide the financial services our members need. Please be extra vigilant at this time and remain alert to possible scams. We will never call you and ask you for personal information, and also be wary of emails that purport to be from the CDC (Centers for Disease Control) or WHO (World Health Organization).

Watch for additional updates on our website (www.riverfallcu.com) and you can also look for us on Facebook.