

We want to assure you that Northwest Municipal Federal Credit Union takes the health and well-being of our Members and Staff very seriously. Like you, we are closely monitoring the quickly developing effects of the Coronavirus (COVID-19) pandemic.

We understand the uncertainty you may be experiencing at this time. As always, we are committed to being responsive to your needs.

We encourage you to manage your Credit Union account online at www.MyNMFCU.com or on the mobile banking app. If you do not have Home Banking online access, ENROLL, it's fast, easy and FREE.

With 24/7 online access, you have a safe, secure and convenient way to:

- Schedule transactions, request withdrawals (to be mailed to the address on file)
- View your balance, transactions and statements
- Apply for loans
- Deposit remotely on the mobile banking app
- Schedule bill payments on-line

The services we provide you will not be disrupted. Our dedicated staff is capable and well-equipped for continued, secure operations on a remote basis if needed. In addition to uninterrupted service to our members, we have taken steps internally to help our staff stay healthy as the situation evolves.

In our constant effort to serve you better, we will be waiving ATM out-of-network cash withdrawal fees until May 1st 2020 (\$25 max per cardholder monthly).

The City of Des Plaines has implemented the following safety measures:

- City Hall will be closed to the public beginning today, March 18 at 5:00 P.M. (As you know, the Credit Union is located on the 4th floor of City Hall).
- If there is an **urgent** need for a face-to-face meeting, this will be conducted by appointment only upon approval from management. Those appointments are to take place at the Finance counter on the 1st Floor, where there is a separation of glass for protection from exposure.
- Staff is instructed to limit any in-person meetings unless absolutely necessary. Again, electronic communication will be used when possible.

If you need assistance with your account, please send an email to info@mynmfcu.com or call the office 847-391-5369 so we can talk about your situation and any individual needs you may have.

- **Business Continuity:** While we cannot share our specific plans due to the constant changing and the fluidity of information, rest assured, we are monitoring the latest updates on the Coronavirus and making adjustments to our plans as necessary.

As we continue to monitor the COVID-19 situation and will follow guidance from public health officials and government agencies, so we can make ongoing assessments and consider ways to further support our members and staff as needs unfold.

For more information about COVID-19 and what you can do to keep healthy and safe, visit the Centers for Disease Control at cdc.gov or your local health department's website.

Please take care,

Northwest Municipal Federal Credit Union

Staff, Board of Directors and Committees

