

COVID-19 Update as of May 19, 2020

As many are aware, Texas Governor Gregg Abbott has implemented a phased approach to reopening the state for business. The state-wide shelter-in-place order has been lifted and many businesses have limited hours or reduced the number of persons allowed in a facility at one time. Like many other organizations, we have been closely monitoring the situation, depending on guidance from the CDC, WHO, and state/local health officials. With the health and well-being of our team, customers, and community top of mind, we have determined we plan to reopen our lobby on Monday, June 1.

We have implemented a strategy to ensure that both staff and credit union members remain safe as we transition into a new business normal as we enter this first phase of reopening. We will continue to monitor conditions and may adjust plans and procedures as deemed necessary to protect the health and well-being of our staff, members, and community.

- We ask that if you have had any Covid-19 related symptoms OR had close contact with OR cared for somebody with Covid-19 symptoms in the last 14 days OR if you have traveled out of the country or had close contact with somebody who has traveled out of the country in the last 14 days that you continue to utilize our drive-thru services.
- We want to honor our member's desire to continue to shelter-in-place; especially those who are still under the Governor's emergency order through mid-June; therefore, we will continue to work with customers through remote means as much as practically possible. We'll do our best to accommodate most needs remotely. **Electronic banking options will continue to be an essential and recommended option for customers wishing to conduct their banking from a contact-free standpoint. Drive-thru banking will continue to be an effective alternative to face-to-face lobby interactions.**
- **Members are required to wear masks that safely cover the mouth and nose when entering the building but** should not wear a full-face cover (sunglasses, hat, and mask) upon entry for security purposes. If a member does not have a mask, we ask that you use our drive-thru for your banking needs.
- We want our members to feel safe coming into our lobby; therefore, we will ensure *all points of contact used by members* are sanitized prior to opening and frequently throughout the day.
- All safety and sanitation protocols and requirements may be amended at any time, as warranted by guidance from the CDC and/or local health officials.

- Those that are ill should remain home. If a member of our team observes visible signs of illness or if someone refuses to comply with a request to remove their face mask, we reserve the right to ask them to use drive-thru services instead.

Here are some proactive steps we are taking to keep our staff and members safe.

- Our lobby and drive through areas, including ATM screens and keypads, are routinely cleaned with EPA-approved disinfectants and we have hand sanitizer available in our vestibule for member access.
- Staff have been provided with up-to-date information on how to stay healthy and how to avoid illness through proper hygiene practices.
- Staff are instructed to stay home when they are not feeling well. We continue to review, monitor, and adjust operations as the situation changes to ensure the continuation of critical business functions.
- For the latest information about coronavirus, visit the **Center for Disease Control's resource center.** www.cdc.gov

Please call us if you have any questions at 979-846-7456 or toll-free at 1-800-690-7780.