



An Important Message from our CEO

March 13, 2020 - Interra Credit Union is committed to the health and safety of our members and employees. As we monitor the spread of COVID-19 and associated responses, we want to keep you apprised of our actions and policies to stay safe. Please understand and appreciate the decisions that are being made are for public health and safety and not due to any financial issues at Interra Credit Union. Our systems are all redundant and will remain functional. That said, we will continue to assess the situation and ensure you are informed of any decision to close or alter person-to-person operations at the Credit Union.

How We Are Taking Action

We are keeping a close watch on any communications from the Centers for Disease Control (CDC), and taking precautions to minimize COVID-19 exposure to employees and members. Currently, Interra Credit Union branches remain open to serve you. We have taken extra precautions by cleaning our facilities to better protect our employees and members. Our employees are also being prompted to follow CDC guidelines to wash or sanitize their hands and maintain social distancing whenever possible.

Branch and Call Center Update

Main Office – On Monday, March 16th, Interra's Main office lobby will close in order to provide staffing at all other locations. The drive-thru will remain open.

[Click here](#) to access this live document on our website for up to the minute branch open/closure status.

[Click here](#) to find out more information about our branch locations and normal hours of operation. Scroll to the bottom of this page for any adjusted branch information.

How You Can Take Action

Our commitment to being our members' most trusted and valued financial resource remains our core philosophy.

While our branches are currently still open, we understand that access to your accounts is critical. We encourage you to use Interra's digital tools and other resources for self-service banking and 24/7 account access. There are many ways to gain remote access to your Interra Credit Union account:

- To speak to a Member Services Agent 24/7, please call **888.432.2848** or **574.534.2506**.



• Online banking and our mobile app allow you to make payments, view transactions, check balances, find an ATM and perform most of the functions you can at any Interra Credit Union office. It's easy and fast to manage your accounts digitally.

- *If you have not enrolled in online banking or mobile banking, it only takes a few minutes. [Enroll now in online banking](#). For your mobile phone, [click here to download the mobile app](#) with remote deposit capabilities or search "Interra Credit Union" in your app marketplace. (Remember, you must be enrolled in Interra's online banking to enroll and sign in to the mobile app.)*

- Interra's [debit](#) and [credit cards](#) continue to provide safe and easy purchase convenience.
- [Surcharge Free ATM's Nationwide](#)
- 3,000+ [Shared Branches Nationwide with CO-OP](#)
- Business members can enroll in Business Online Banking using the link [on this page](#). We also understand there may be instances where members find themselves facing financial difficulties. Should you find yourself in need of assistance, please contact us. Follow this link to:
 - [Apply for a personal loan](#)

Steps to Prevent Illness

The best way to prevent illness is to avoid being exposed to this virus.

The virus is thought to spread mainly from person-to-person.

- Between people who are in close contact with one another (within about 6 feet).
- Through respiratory droplets produced when an infected person coughs or sneezes. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.

For additional steps to help protect yourself and others visit the [CDC's official website](#).

Our Promise

To ensure we continue to serve you and our communities in the best possible way, we will provide updates on our website at www.interracu.com/covid-19, social media and email.
Sincerely,

Amy L. Sink
Chief Executive Officer
Interra Credit Union