



Through the COVID pandemic, Interra has worked diligently to keep our members and staff safe and healthy during these times. Unfortunately, some of Interra's staff have not been immune to the illness. Perhaps you or a family member have also been affected by it. As we continually navigate through the COVID-19 pandemic, Interra's goal remains the same, to provide our members with exceptional service in a safe and healthy way. With that in mind, Interra feels that we can safely open additional lobbies for teller services at this time. In order to open Interra's lobby services back to full potential, we need your help. This means following protocol for masks to be worn properly at all Interra locations, recognizing social distancing and even being aware of your health in order to not spread any illness.

We know it hasn't been easy. Due to the healthy status of many of our staff, Interra will be opening all lobbies in order to increase availability for your banking needs.

Beginning Friday, January 8th, all Interra lobbies will be available for **teller services**. The following lobbies will be open normal business hours Monday-Saturday:

- Bremen
- College Green
- CR 17
- Goshen Main
- Middlebury
- Millersburg
- Nappanee
- Peddler's Crossing
- Plymouth
- Shipshewana
- Topeka
- Wakarusa

*****Note: Our Ligonier, New Paris and Syracuse lobbies will be open for teller services on normal business hours, Fridays and Saturdays only, at this time.**

Lobby Services Available

- Lobbies will be able to assist you with teller transactions.
- Advisor, lending and investment services will continue to be provided through scheduled appointments. To schedule an appointment, [click here](#) or call Interra at 574-534-2506.
- We will continue to strive to keep these offices open as long as the health and safety of our staff are maintained.

Due to branch sizing and proper social distancing measures, the safest way for deposits and withdrawals is still the drive-thru and technology banking. If choosing to complete your banking transactions inside, please be sure to enter the lobby following the proper health measures and safety guidelines. This will allow us to keep our lobbies open.

Interra's Safety Guidelines

Following guidelines established by Governor Holcomb and local health officials, the below safety procedures continue to be required.

- An Interra employee will greet you at the entrance providing assistance and answering questions you may have.
- Interra staff will wear masks while serving members. We also require all members to properly wear a mask while inside any Interra building at all times.
- We may ask you to remove your mask, strictly for identification purposes. If you are uncomfortable with this, please continue to use our drive-thru.
- High contact surface areas are cleaned frequently throughout the day and hand sanitation areas provided.
- Decals are on the floor for you to advance as through teller lines, ensuring social distancing. Due to this, there may be limitations to the number of individuals inside an Interra building at one time.

You Have Options

- You may make an appointment with one of our advisors or lenders. This also helps safely manage the number of people in our buildings. To make an appointment, call 574-534-2506 or [click here](#).
- If a branch has limited capacity due to social distancing, you can “check in” with our staff greeter and then wait in your vehicle; we’ll let you know when you’re able to re-enter the building.
- Our drive-thru remains open for your day-to-day transactional needs.
- A record number of Interra members are using our technology and mobile banking. This remains available 24/7. For more information or to sign up, click [here](#).
- Seniors and members with chronic health conditions may use our reserved hours of Monday – Thursday from 8:30 – 9:00 am.



Thank you for your continued patience.
We are moving forward with gratefulness for your trust
in Interra Credit Union.

Our Mission:
To be our members' most trusted and valued financial resource.

Excellence. Integrity. Invested.

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