

Thursday, November 19, 2020, Interra's lobbies will shift to limited appointment only services.

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Interra continues to monitor the COVID-19 situation, ensuring the safety of our employees, members and community. As COVID-19 numbers and infectious rates continue to rise, **beginning Thursday, November 19, 2020, Interra's lobbies will shift to limited appointment only services.** This decision has been made in an effort to be proactive and prevent the spread of the virus, and in consensus with recommendations from state and national health officials. We understand that access to your account(s) is important and we will continue to provide the high-quality services you expect.

Beginning Thursday, November 19, 2020:

- **All Interra lobbies closed for deposit and withdrawal services.** Please utilize Interra's drive-thru, technology banking, night deposit and ATM for these services.
- **Account, lending and investment services available by appointment.** Members should schedule an appointment prior to visiting Interra lobbies. No in-branch lobby waiting is permitted. To schedule an appointment, click [here](#) or call 574-534-2506.
- In accordance with the Governor's statewide mask mandate, **masks are required** during all times while inside an Interra branch.



To learn more about Interra's guidelines concerning lobby hours, appointment scheduling, special accommodations for seniors and members with chronic health conditions, safety precautions, and much more, visit Interra's COVID-19 website at [www.interracu.com/covid-19](http://www.interracu.com/covid-19).

While our branches may have limited availability, we understand that access to your account(s) is critical. We encourage you to use Interra's digital tools and other resources for self-service banking and 24/7 account access. Most of your banking transactions can be completed at our drive-thru windows, online banking, ATMs and even our mobile banking app. We have also created [this easy guide](#) to help you understand the services as well.

To ensure we continue to serve you and our communities in the best possible way, we will provide updates on our website at [interracu.com/covid-19](http://interracu.com/covid-19), social media and through email.

Thank you for your understanding and continued trust in Interra Credit Union. Stay healthy and safe as We Are All IN This Together.

Sincerely,

A handwritten signature in black ink, appearing to read "Amy L. Sink".

Amy L. Sink  
Interra Credit Union  
Chief Executive Officer



## Excellence. Integrity. Invested.

<sup>1</sup>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 into the mobile app.)



**AMERICAN SHARE INSURANCE** Your savings insured to \$250,000 per account. By members' choice, this institution is not federally insured.

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