



A COVID-19 Update From Our CEO

November 13, 2020 – Wow. What a year! I am so proud of Interra Credit Union's staff as they have worked diligently to navigate through the challenges this coronavirus has had on all of us. They have remained true to our intention in recognizing We're All IN This Together.

Interra has never wavered in our commitment to be sure that our staff, members and communities stay safe during this pandemic. This includes following local, state, federal and CDC COVID guidelines. When COVID began, Interra quickly implemented safety features including proper social distancing and mask wearing standards, convenient sanitation stations, installation of protective barriers, daily health screenings of staff, and increased cleaning and sanitation of our buildings.

But We Need Your Help

As we enter the colder seasons of fall and winter, plus the flu season, I understand we all are tired and fatigued with the monotony of the coronavirus. Yet it's imperative we remain aware of the health of others – and ourselves.

Elkhart County COVID positive cases have increased significantly in just the past 4 weeks. In fact, last week showed the highest number of weekly cases since COVID began, having doubled from the previous 2 weeks.

Interra is asking our members and community to remain vigilant in the fight against COVID so that we may continue to be open with healthy staff.

- **Wear your mask.** We encourage all members and guests to wear their masks or face guards during their entire duration inside our lobbies and when meeting with staff.
- **Continue to practice 6' social distancing.**
- **Proper hygiene and washing hands** can help stop the spread of the virus.
- **If you are sick or have potential exposure,** please avoid entering an Interra branch.

Improved Services For You

Don't forget Interra's technology services offer great conveniences. You can:

- **Schedule an appointment** for either an in-person or phone meeting with an Interra advisor or lender that fits your schedule. Simply click on the "Schedule Appointment" from the drop down on our website or [click here](#).
- A record number of you have recognized the convenience of using Interra's **online and mobile banking**. From checking your account balances to depositing a check, you can do so much right from your computer or smartphone.
- **Make online loan payments** [here](#).
- **Contact us** 24/7 by calling 574-534-2506.

Our Promise

We promise to continue to be our members' most trusted and valued financial resource. We will continue to provide communication and updates through Interra's website at www.interracu.com/covid-19, social media and email.

Thank you again for your efforts to stay healthy and safe.

Sincerely,

Amy L. Sink
Chief Executive Officer
Interra Credit Union

