



March 16, 2020

Coronavirus Update for RBCU Members

Dear Valued RBCU Member:

Our hearts go out to all RBCU members who have been impacted by the coronavirus. Not a minute goes by it seems without hearing news about the spread or impact of the virus! RBCU's quest has been to find the proper balance between member/staff health and safety & member service – but ultimately our first obligation is to keep everyone safe!

With that in mind, based on the guidance provided by Governor Walz in closing schools, the CDC, the Minnesota Department of Health and other healthcare officials: **Effective Tuesday, March 17th - RBCU will be temporarily closing our branch lobbies to member transactions.**

- All in-person transactions will be conducted in the branch drive-thru windows.
- The only exception would be visiting your safe deposit box.
- Generally speaking, all loan types, deposit accounts, and other services are available, just the way you typically access them may have temporarily changed due to the coronavirus.
 - We suggest ATM, mobile app, mobile check deposit, online & telephone banking, online loan app, using the call center amongst the many alternatives available for RBCU members.
- Members are strongly encouraged to call us to learn about all these other ways to access your money while weathering the impact of the coronavirus, our staff is ready to assist you!

This is not a decision we took lightly. I apologize not only for the short notice, but also for any inconvenience this may cause our members. My intention would be to restore full service as soon as it is prudent to do so.

Lastly, scammers may try to exploit the disruption caused by the coronavirus. Just to remind RBCU members, we will never initiate contact with members (telephone, email, etc.) asking for you to provide personally identifiable information (SS#, card numbers, account numbers) – because we already have it! When in doubt, hang up and call us directly!

We will send out more email communications and post messages on the website as needed!

Thank you for being an RBCU member!

Sincerely,
Greg Worthen
President