

COVID-19 UPDATE: LOBBIES WILL REOPEN MAY 1, 2020 FACE COVERING REQUIRED TO ENTER

We are excited to report we will be reopening our lobbies to members effective May 1, 2020. Safety is our top priority; therefore, we will do so in adherence to guidance set forth by our public health experts and the Centers for Disease Control and Prevention.

Our temporary Woodland Park Office drive-up hours of 8:30 am – 5:30 pm Monday-Friday and 8:30 am – 12:00 pm Saturday will continue until further notice.

What does the reopening of our lobbies mean for our members?

1. A face covering will be required for members to enter our lobbies. Employees in direct contact with members will also be required to wear a face covering.
2. Our lobbies will have marks on the floor to demonstrate proper social distancing.
3. Teller windows and drive-up carriers will be disinfected between each member.
4. Other frequently touched surfaces will be disinfected multiple times each day.
5. The number of members inside each location at any one time will be limited. Members will be asked to complete their business as promptly as possible.
6. Hand sanitizer will be made available for our members in our lobbies.
7. Lobby amenities, such as coffee, suckers, mints, children's toys and drinking fountains will be temporarily unavailable.
8. Members who require a pen to complete a transaction will be asked to keep the pen or dispose of it in the trash.

We will still continue to offer extended services through our drive-up to members who do not have a face covering or are not comfortable coming into the lobby.

Available Online Services

We strongly encourage members to continue to use other channels and only come into the lobby if absolutely necessary.

- **Online Banking & Mobile App:** With our online banking and mobile app, you can check your balance, transfer funds between accounts, view your account history, pay bills and more. We also offer mobile check deposit through our mobile app. If you are not currently enrolled in online/mobile banking, please contact us at (719) 473-5962 to activate your account.
- **Telephone Banking:** With our telephone banking, you can check your balance, transfer funds between accounts and listen to your account history by calling (719) 473-0104. If you do not have a PIN for Peak Teller, please contact us at (719) 473-5962.

- **ATM Access:** Pikes Peak Credit Union belongs to the CO-OP ATM Network, which provides you with surcharge free access to thousands of ATMs nationwide. To locate a free ATM, please visit www.co-opcreditunions.org/locator/ or click ATM/Branches in our mobile app. Please wash or disinfect your hands immediately after using an ATM.

Skip-A-Payment Option

We understand that many of our members are experiencing a financial hardship due to COVID-19. We are currently allowing members to skip up to two (2) months of loan payments by submitting a completed Skip-A-Payment Application found here:

<https://www.pikespeakcu.com/wp-content/uploads/2020/04/Skip-a-payment-application-Fillable-Form-COVID19.pdf>

Our \$10 Skip-A-Payment fee is being waived until further notice.

Your Deposits at Pikes Peak Credit Union are Federally Insured

With the current economic uncertainty, you can rest assured that your funds at Pikes Peak Credit Union are federally insured by the National Credit Union Administration up to \$250,000 per member. Individual Retirement Accounts (IRAs) are federally insured up to an additional \$250,000. For more information about NCUA insurance please visit <https://www.mycreditunion.gov/share-insurance>.

Beware of Potential Scams

Unfortunately, some people and companies are taking advantage of the fears surrounding the spread of the virus. Do not let fear cloud your judgement when accessing links from emails and social media. Please visit the FTC's website <https://www.ftc.gov/coronavirus/scams-consumer-advice> for more information about COVID-19 scams.

Thank you for your patience during these unprecedented times and for being a member of Pikes Peak Credit Union. We will get through this together. Please stay safe and healthy.