

IMPORTANT MEMBER EMAIL

Effective 3/23/2020 hours for all locations will be Monday – Friday, 9 am – 3 pm until further notice. Our Call Center hours will be Monday-Friday 9 am-5 pm.

Our number one priority is the well-being of our Members and team, and we are actively monitoring the coronavirus outbreak (COVID-19). We encourage you to read the most up-to-date information from the [Centers for Disease Control and Prevention \(CDC\)](#) to help you stay healthy and help prevent the spread of the virus.

Please continue to check myspfcu.org for future updates.

Here is what we are doing to further protect you:

- Effective Friday 3/20/2020 Shared Branch services will be temporarily suspended at all of our branches. All branches and Call Center will close at 5 pm. Our Covina location will conduct cashless transactions only.
- All branches remain open for business. We have established contingency measures to prevent the possible transmission of COVID-19 should anyone at our locations become infected.
- Effective 3/23/2020 hours for all locations will be Monday – Friday, 9 am – 3 pm until further notice. Our Call Center hours will be Monday-Friday 9 am-5 pm.
- We have increased our frequency of cleaning and sanitizing, and are adhering to CDC's and the CADPH's recommendations to maintain a safe and healthy environment
- We encourage all members to utilize remote and digital channels. Please visit www.myspfcu.org for instructions on how to install, upload, or reset your online and mobile access.

We encourage all members to:

- Take advantage of online/mobile banking, our CO-OP ATM Network, which has nearly 30,000 convenient, surcharge-free ATMs available nationwide, calling or texting us at (877) 297-4707. Expect and anticipate that many Shared Branch locations may have limited access
- Utilize Remote Deposit Capture or any surcharge-free ATMs to deposit checks
- Please follow us on Facebook, Instagram, or text MYPSFCU to 25324 to stay informed of any updates we may have.
- Contact us directly if you are facing any financial hardship as a result of COVID-19
- Be aware of any malicious scams taking advantage of the situation. Please contact us directly if you suspect any suspicious activity.

We are closely monitoring the current situation and will provide updated communication as things change. Thank you for understanding that our main priority is the health and safety of our members and staff. Please follow us on Facebook, Instagram, or text MYPSFCU to 25324 to stay informed of any updates we may have.

We're in this together!

Sincerely,
Pasadena Service FCU and Vernon Commerce FCU