

# **EFFECTIVE TUESDAY, MARCH 24<sup>th</sup>**

## **OUR LOBBY WILL BE CLOSED**

The health and safety of Firestone Federal Credit Union members and employees is our highest priority. As we continue to actively monitor developments related to coronavirus (COVID-19) we want to assure you that Firestone Federal Credit Union is here to serve your financial needs.

During this evolving public health situation, our main priority is the health and safety of our team and our members. Firestone Federal Credit Union is taking all necessary health and safety precautions in accordance with the CDC (Centers for Disease Control and Prevention), local and state health officials. Employees who feel ill have been instructed not to report to work.

We're continually educating our staff on best practices, such as proper hygiene and social distancing. Firestone Federal Credit Union is maintaining the highest standards of cleanliness in our branch to ensure employee safety. Your Credit Union is cleaned every day using methods recommended by public health authorities, and we are constantly disinfecting high traffic surfaces, such as door handles and counter surfaces.

As the COVID-19 situation continues to evolve, Firestone Federal Credit Union is quickly adapting to best support our members and staff. Credit unions are considered an "essential service," and Firestone Federal Credit Union will continue to offer services as we are able. If there is a need to adjust our hours and/or implementing additional safety precautions, please refer to our website [www.fofcu.com](http://www.fofcu.com) for any and all updates.

### **Withdrawal Transactions:**

We will continue to process bank transfers and check withdrawals Monday-Friday during normal business hours. You can call our office (**234-352-1095** or **888-740-8351**) or e-mail us ([fstonecu@fstonecu.com](mailto:fstonecu@fstonecu.com)) and leave a transfer/withdrawal request as well. Transfer requests need to be submitted by 3:00 P.M. E.S.T.

### **Deposit Transactions:**

You can deposit funds to your FFCU account by mailing in a check to 31 Hanna Parkway, Akron, OH 44319. We will be processing mail Monday-Friday as well. You can also request a transfer from your account at another institution to your account at FFCU. You will need to provide your account number and our routing number, 2412-7324-3.

### **Loan Payments:**

We offer ACH origination, which allows you to set up your loan payments from an outside financial institution. If you currently are not set up for ACH loan payments, contact our office and a staff member will work with you to set up your ACH loan payment.

### **Loan Applications:**

We will continue to review loan applications that are faxed into our office or are e-mailed to us.

### **Member Service Questions and Concerns:**

Our staff will continue to be available to assist you and to take your telephone calls, but you can also send us e-mails to [fstonecu@fstonecu.com](mailto:fstonecu@fstonecu.com). We do encourage you to update your email and cell phone numbers with us as we are also able to initiate email and phone communications as well.

**COVID-19 Affecting Your Ability to Repay Your Loan:**

If you are having difficulty repaying your loan due to providing child care after the school closures or if your employer has had to temporarily shut down due to the ongoing COVID-19 outbreak, please e-mail our collection manager at [kara@fstonecu.com](mailto:kara@fstonecu.com) for potential options.

**Firestone Federal Credit Union Staffing:**

With so many businesses affected by government orders and having to make difficult business decisions, Firestone Federal Credit Union stands strong and plans to keep our employees working through this partial branch shut down. All hourly wages and salaries are being protected and paid out at this time to ensure our employees and their families are not significantly impacted financially. This includes employees who are unable to work due to being sick.

These are challenging times, but we stand ready to continue working with our members to ensure that we are doing our part to help as many people as possible get through one of the most unprecedented times in our communities', state's, and nation's history. Thank you for your continued business and support through these challenging times!

Kindest Regards,

**Wayne Chapman**

President | Chief Executive Officer

Firestone Federal Credit Union