



May 5, 2020 - **UPDATE**

Dear WVFCU Members,

RE: Special Hours of Operation -COVID 19

As the Coronavirus (COVID-19) health emergency continues to evolve throughout our communities so does our concern for the health and welfare of our membership and our staff. Effective March 16, 2020, the Governor of West Virginia declared a state of emergency for our area. Additionally, health officials have reduced guidance on the maximum number of people for safe "Social Distancing". In response to this health threat, WVFCU has determined that for the health safety of all, WVFCU will close our lobbies to walk-in traffic beginning Monday, March 23, 2020 until additional guidance from health officials release additional guidance on social distancing. **This change is for our lobby services only.** Our Drive-Thru facilities will continue to be open and available to transact business and answer service questions Monday-Friday, 8:00am to 5:30pm. Appointments for new accounts, loan and collection business will also be available by appointment only by calling [304-744-MyCU \(6928\)](tel:304-744-MyCU). Our main telephone support lines will be expanded to provide telephone support services from 8:30am to 5:00pm Monday-Friday.

As an added reminder, we encourage you to use our 24/7 eServices for added convenience and self-service.

- **Online Banking:** Manage your accounts online at www.wvfcu.org .
- **Mobile Banking:** Manage your accounts using our mobile app. -Download available in device app store.
- **PAT:** Manage your accounts using our automated telephone service by calling 304-744-CU24 (2824).
- **BillPay:** Pay utilities and other bills online or in app.
- **P2P Pay:** Pay another person in seconds online or in app.
- **Member to Member Transfers:** Pay another member in seconds online or in app.
- **eStatements:** Have your monthly statements emailed to you.
- **Mobile Deposit:** Take a photo in app and deposit directly into your account.
- **Direct Deposit:** Have recurring funds deposited directly into your account.
- **Debit Cards:** Cleaner than cash; safer than checks.
- **Surcharge-free ATMs:** Enjoy access to over 20 ATMs locally; over 100 surcharge-free AMTs available within state of WV. See website for details.

If you are not enrolled in Online or Mobile Banking and/or you need assistance with any of the above digital products, you can visit www.wvfcu.org or call one of our branches.

Locations:

318 5th Ave

South Charleston, WV 25303

Drive-thru hours: Monday-Friday 8:00am-5:30pm

Lobby: Temporary closed – appointments only (9am-5pm)

Phone support: Monday-Friday 8:30am-5:00pm @ 304-744-MyCU (6928)

2355 MacCorkle Ave SW, Rt. 60

Saint Albans, WV 25177

Drive-thru hours: Monday-Friday 8:00am-5:30pm

Lobby: Temporary closed – appointments only (9am-5pm)

Phone support: Monday-Friday 8:30am-5:00pm @ 304-744-MyCU (6928)

Special Hours of Operation UPDATED Tuesday, May 5, 2020