



March 23, 2020

Dear WVFCU Members,

RE: Special Hours of Operation – **Drive Thru Hours 9:00am -5:00pm**

As the Coronavirus (COVID-19) health emergency continues to evolve daily throughout our communities so does our concern for the health and welfare of our membership and our staff. On March 23, 2020, the Governor of West Virginia issued a **STAY AT HOME EXECUTIVE ORDER** for all 55 Counties. With his order we have reduced our staffing to enable us to maintain a healthy separation of staff and to limit the possibility of transmission. We appreciate your patience as we work to serve you through these unprecedented times. **Along with closing our lobbies to walk-in traffic, effective Tuesday, March 24, 2020, our Drive-Thru Operations at each location will be open and available to transact essential banking services Monday-Friday, 9:00am to 5:00pm.** 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 also be available from 9am to 5pm, Monday-Friday until our lobby services return to normal hours.

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.
- **E-Statements:** 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; nearly 100 surcharge-free ATMs available within the state of WV. See website for details.
- **Night Depository:** Night depository is available at each drive-thru location. Night drop loan payments and deposits are processed during normal business hours. No cash please.

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 9:00am-5:00pm

Lobby: Temporary closed – appointments only until state of emergency lifted

Phone support: Monday-Friday 9:00am-5:00pm @ 304-744-MyCU (6928)

2355 MacCorkle Ave SW, Rt. 60

Saint Albans, WV 25177

Drive-thru hours: Monday-Friday 9:00am-5:00pm

Lobby: Temporary closed – appointments only until state of emergency lifted

Phone support: Monday-Friday 9:00am-5:00pm @ 304-744-MyCU (6928)

Special Hours of Operation effective Tuesday March 24, 2020