



## Preparedness & Prevention

To relieve any concerns regarding disruptions to **West Virginia Federal Credit Union (WVFCU)** services due to a possible outbreak of COVID-19 or any other widespread emergency, we would like to proactively share with you this information.

Yes, WVFCU is prepared, should any type of pandemic or natural disaster happen. If you visit our branches, please know, our branch teams are available to serve you, as always. We've adjusted daily cleaning procedures with the use of disinfectant products on high-touch surfaces and have made hand sanitizer readily available. We have also reviewed our business continuity procedures with our staff. We will continue to closely monitor the situation and evaluate additional measures to support our members and communities in times of crisis - in a way that is safe for all of our members and for all of our employees.

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**Protect yourself and others** from viruses and other contagious illnesses:

- Most importantly, do not panic.
- Avoid contact with people who are sick.
- If you are sick, demonstrate social responsibility and common sense... stay home, and use caution in face-to-face contact with others who may be at higher risk to serious illness because of age or pre-existing health conditions.
- Wash your hands often with soap and water for at least 20 seconds.
- Keep surfaces and much used items sanitized.

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**Use WVFCU 24/7 convenience services**, protecting you from both fraud *and* transmission-based face-to-face illnesses!

- **Online Banking:** Manage your accounts online at [www.wvfcu.org](http://www.wvfcu.org) .
- **Mobile Banking:** Manage your accounts using the MCNB app on smartphone or tablet.
- **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.

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](http://www.wvfcu.org) or call or visit one of our branches.