

# Cooperative Center FCU

## Response to COVID-19

The safety of our staff and our members is always our top priority. During this time of uncertainty surrounding the spread of COVID-19, we wanted to reassure our members that we are taking all the precautions to ensure you will have access to your account information and cash in the event we have to limit lobby traffic or close our branch.

Currently we are keeping the branch open and are taking extra precautions such as: directing our janitorial service to increase disinfectant protocols, remind staff to frequently wash their hands and use provided hand sanitizer, direct staff to wipe down hard surfaces with sanitizing wipes and disinfecting spray including common areas such as teller windows, chair and door handles, Ashby Ave ATM.

To minimize personal contact, we encourage all members who are not enrolled in the following services to enroll now:

- Online Banking
- First 24 Voice Banking
- Mobile Banking
- Bill Pay
- eStatements
- Remote Deposit Capture for qualifying checking accounts

These remote banking services will help you manage your finances during any interruption in regular in-person services.

Please use the links above to learn more about each of these services and enroll online. If you need assistance with any of these services or have questions, please call 510-845-6428 Option 6.

For members who are concerned about coming into the branch but still need to deposit a check or pay a bill, our night deposit box is just beside our 2001 Ashby Ave ATM. Please place your endorsed items into an envelope; include your account number and indicate a deposit account or which bill you are paying. Deposits made through the night drop are processed at 10:00am the next business day. Same day deposits made after 10:00am will be processed on the next business day.

Wishing you and yours safety and wellbeing,

At your service,  
Cooperative Center FCU Team