



Watsonville Hospital Federal Credit Union

8/21/2020

Valued Member,

We want to thank you for being a valued member and for all the support during these unfortunate times. We want you to know that the health and wellbeing of our customers, our employees and our community is our top priority and we are closely monitoring the evolving situation regarding Coronavirus (Covid-19). With our specific location, we are taking extra precautions with health safety. We are currently open for business and our team has been developing policies, procedures and preventive measures to minimize risks – which includes and is not limited to:

- Staying up to date on the latest developments and recommendations from federal, state and local public health officials
- Increasing the frequency of disinfection practices in our lobby
- Making hand sanitizer available to members
- Providing awareness materials for all employees to train in protection measures including staying home and away from the workplace if they are sick, respiratory etiquette and proper hand hygiene.
- Offering members more opportunities to connect with us in a manner that ensures they feel safe and comfortable, such as setting up appointment times to work with staff one-on-one.

As of right now, our office hours will be:

Monday: 10:00am- 3:00pm

Tuesday: 10:00am- 2:30pm

Wednesday: 10:00am- 3:00pm

Thursday: 10:00am- 2:30pm

Friday: 9:00am- 4:00pm

These hours may change at any time depending on the current COVID situation and safety risks.

75 Nielson Street, Watsonville, CA 95076 (831) 724-8098

www.wahfcu.com



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Our office door will remain locked during these times to ensure safety for our employees and members. Please call when you arrive, or knock on the door and you will be let in one at a time.

For members who do not feel safe coming to the credit union, please feel free to call or email us. We are here to help in any way we can. If you need help logging on or creating a username for our mobile app, please call as well. Our website also has an ATM locator so you may find an ATM in our network that is close to you for deposits, transfers and withdrawals. If you need to make a payment or deposit after hours and do not have a debit card, please feel free to slide the items under our door and they will be processed the next business day. If you would like to order a debit card, please reach out and we will get that sent to you as soon as possible.

We ask that if you have been in contact with someone that has tested positive, showing flu like or COVID symptoms, have a fever, or if you have been tested for COVID within the last two weeks, please do not come to the branch. Safety is our priority.

We appreciate you all so much and are here to help you during these unforeseen times. Do not hesitate to reach out with loan requests or questions, transaction information, account information, etc.

Contact information:

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Office line: 831-724-8098

Thank you again for understanding and your constant support!

Krystal Crouse, CEO

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