



Watsonville Hospital Federal Credit Union

Valued Members,

Due to the Covid19 pandemic, we are following guidelines recommended by the Centers for Disease Control and the National Credit Union Administration to help employees remain safe in the workplace and are allowing team members to work remotely or in an isolated work environment to help prevent the spread of the coronavirus. Considering our location, we are taking this very seriously for everyone including members. Age is no longer the only factor.

We ask that unless it is completely necessary to physically visit the branch, call our office for any transaction help, services needed, loan payments, loan information, etc. This will limit the branch foot traffic and help prevent the spread of the coronavirus.

Starting March 24, 2020 the branch hours will change to following times until further notice given by the local government and CDC: (These hours are subject to change at any time with daily updates of the pandemic). We will do our best to keep the branch open. If we have to close the branch for health safety if our staff and members, we will still be doing remote and over the phone banking. Back office operations will continue to run like normal.

Monday-Thursday: 9:00am- 12:30pm

Friday: 10:00am-3:00pm

If you need to leave a deposit, loan application or any other correspondence after closing time, please feel free to place it in an envelope provided at the door labeled with your name and account number if known and slide it under the door. We will make sure these get posted as soon as possible.

We urge everyone to use our website to locate ATMs near you as well as use our online banking or mobile app. If you need to be set up or need help navigating this process please call us at 831-724-8098. If you are in need of a debit card, please call us and we will have one mailed to you.

Daily processes will remain the same with ACH, Share Draft, Deposits, Payroll, ETC. We want this transition to be as seamless as possible.

If you need your daily ATM withdrawal limit increased, please contact the branch during our temporary office hours. You can make check and cash deposits at ATMs. If you need it available ASAP please contact us so we can try to shorten the hold times remotely. You can locate these ATMs on our website.

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

www.wahfcu.com



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If you need assistance regarding a loan product new or existing, please feel free to call us. You may also download our loan application from our website and email it to: Maritza@wahfcu.com or Allison@wahfcu.com.

We understand that these times are stressful but want to assure our members that through this challenging time, we will help serve the community and help those who need economic assistance. Aside from our health, our first priority is making sure our members are taken care of. There is nothing to be concerned about regarding your financial security with us. Please help us take these precautions by following CDC and local government guidelines.

Contact Information:

Office: 831-724-8098

Fax: 831-761-5662

Maritza@wahfcu.com

Allison@wahfcu.com

Krystal@wahfcu.com

Maria@wahfcu.com

Georgia@wahfcu.com

Emergency contact: please text your name, phone number and a brief description of the emergency to 831-287-4787. You will receive a call back as soon as possible.

We appreciate your understanding and look forward to good health for all and pulling out of this together!

Krystal Crouse

CEO

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