

**Dear Member,**

**As the country continues to be impacted by the global spread of COVID-19, I want to assure you that Northern Colorado Credit Union (NCCU) will continue operations and is here to serve your financial needs. During this rapidly evolving situation, our main priority is the health, safety, and well-being of our staff and member-owners.**

**Our branches and remote channels remain open to serve you without interruption.**

**Should conditions necessitate changes to our operations or limit the access to our lobby facilities, rest assured you can continue to accomplish virtually all your banking needs via other channels.**

- **Use NCCU online banking and the NCCU mobile app to apply for loans, check balances, make payments, transfer funds, deposit checks and more. If you haven't registered yet, we encourage you to create your account today.**

- **You can also complete many of your banking needs via our extensive Shared Branch and ATM network, including 5,000 Shared Branches nationwide and access to over 62,000 surcharge free ATMs. Please take the time now to note the locations most convenient to you. Location finders are available at the bottom of our homepage.**

**Rest assured that we have taken the necessary steps to serve you safely and securely. In addition to meeting your in-branch, online, and mobile banking needs, NCCU is prepared to help you without interruption in service.**

**Should you or your family be impacted by COVID-19 and need financial support, we're here to help. Members of our team are ready to discuss any financial arrangements you may need to help you through this difficult time.**

**We will continue to monitor the situation closely and evaluate additional measures to support our members and community as needs arise.**

**Thank you for your patience and trust in NCCU. Please know we are thinking of you and your families and will support you through these challenging times.**

**Sincerely,**

**Russ Dalke**

**CEO**

**Northern Colorado Credit Union**