



An Update from us on COVID-19

With the recent extension of the Stay Home, Stay Safe order and to ensure the health and safety of our members, employees, and community, our lobbies will remain closed through **May 28, 2020**, or until further notice. As we continue to track the latest public health recommendations regarding COVID-19, we want to assure you that SCCU is here to serve your financial needs, even while shifting our service to follow social distancing guidelines.

How to Stay Connected to Us

Online Banking and Mobile Banking - Our Online Banking and Mobile Banking solutions make it easy to manage everything from loan and bill payments to money transfers and more. If your not already online with us, sign up today! www.soocoop.com.



Drive-thru Windows - Our Drive-thru windows are open for business. Visit us at www.soocoop.com/hours-and-locations for locations and hours of operation.



CO-OP® Shared Branching - Shared branching transactions can be conducted at drive-thru windows.

ATM network - In addition to Soo Co-op Credit Union's network of ATMs, members can access funds and complete transactions at any CO-OP network ATM. Search online www.soocoop.com/SCCU-atm-locations or using our Mobile Banking app to find your nearest ATM.



Loan Dept Inquiries - You can apply online at www.soocoop.com or call our Loan Department at **906.632.5373**.

Mortgage Loan Inquiries - The Mortgage Dept can be reached at **906.632.5370**.

Secure messaging - You can send us a secure message through Online Banking or Mobile Banking.



Call Center - Our representatives can answer questions and help with account transactions and general inquiries, at **906.632.5300**. We're available Mon-Fri, 9:00 am-5:30 pm. Also, you may contact us through our website at www.soocoop.com via Contact Us Form or through Chat.

SpeedyLine Telephone Access - Access account and loan information and transfer or withdraw funds by calling **888.632.3503**.

eAlert Notifications - Keep your account safe by signing up to receive alerts by text or email. First, sign in to Online Banking and go to services, then select eAlert Notifications.



Automatic Loan Advance

In an effort to provide some relief of the financial burden caused by the impact of COVID-19, Soo Co-op Credit Union is advancing your loan payment(s)* by one month on your current Soo Co-op Credit Union loan(s). This automatic loan advance does NOT include Mortgage Loans, Home Equity Lines of Credit or Commercial Loans. For assistance with loans that are not included the automatic loan advance, please contact us directly. For assistance with Commercial Loans call **906.632.5373** and for Mortgage Loans and Home Equity Lines of Credit, please contact us at **906.632.5370**.

An automatic Visa Credit Card deferral will be offered on your April credit card statement to all qualified accounts.

If your payment(s) are on automatic transfer, your transfer will not be stopped. If you would like your transfer to be stopped, please contact us directly at **906.632.5300**.

*Advancing your loan due date by (1) payment may extend the maturity date of your loan. Your principal balance may remain unchanged for one or more future payments, and interest will continue to accrue. All other provisions of the original note except those changed by this loan payment advance remain in full force and effect. You may choose to make your payment rather than skipping a payment which may show your loan paid ahead an additional month.

We're here for you.

We know there is a lot of uncertainty surrounding the COVID-19 virus, and we will continue to monitor how best we can serve you during this time.

We look forward to continuing to help you with all your financial needs. At Soo Co-op Credit Union, we are committed to service, and we are committed to helping you.



NCUA Your savings federally insured to at least \$250,000 and backed by the full faith and credit of the United States Government

National Credit Union Administration, a U.S. Government Agency

