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March 25, 2020

On March 23, 2020, Governor Gretchen Whitmer signed the Stay Home, Stay Safe Executive Order directing all Michigan businesses and operations to temporarily suspend in-person operations that are not necessary to sustain or protect life. Considering this recent development, we wanted to reach out and provide some clarification on what this means for your banking needs and normal financial functions.

For purposes of this order, financial services are deemed part of the Critical Infrastructure Workforce and allowed to continue operations. As an identified "Critical Service," Soo Co-op Credit Union will remain open to serve you throughout the duration of this public health situation via drive-thru service at our branch offices, and through our night deposit drops, call center and all electronic channels.

Stay Connected.

There are a variety of ways you can stay in touch with us!

Enroll in Online Banking or download the Mobile App to access your accounts from virtually anywhere at any time. Through online banking or our mobile app, you can:

- Check account balances
- Make transfers funds
- Manage payments to Credit Union loans and credit cards
- Deposit checks with our Mobile App
- Use Bill Pay through your checking account to make payments
- Apply for a loan

Call Us.

For general questions, our Call Center is available at (906) 632-5300 Monday - Friday 9:00 a.m. to 5:30 p.m. Our Member Service Representatives will assist members to find solutions and answers. We have loan staff available to take applications, process loans and answer loan questions at (906) 632-5373. Our Mortgage Loan Officers are able to assist members with applications and Mortgage assistance at (906) 632-5370.

Use our network of 19 surcharge-free ATMs located in the EUP. Find one near you, www.soocoop.com/SCCU-atm-locations.

Emergency Relief

Soo Co-op Credit Union offers Emergency Relief for member's who are experiencing financial hardship during these difficult times. Our debt management experts will review the members situation to help find options that work best for them in order to help with expenses associated with unexpected hardship. Please contact our Loan Department at (906) 632-5373.

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.