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**What is SCCU doing about the COVID-19 Outbreak?**

To our valued Members,

At Soo Co-op Credit Union (SCCU), our top priority is always the safety and security of our members and employees. We are closely monitoring the COVID-19 coronavirus and following guidance from health experts and federal agencies, including the Center for Disease Control, and want to assure you that we have comprehensive plans in place allowing us to provide uninterrupted access to your funds now and in the event, the virus progresses.

You can expect to see staff cleaning frequently touched surfaces more often, including doorknobs, phones, handrails, and counters throughout all our facilities. Also, we will be limiting physical contact with each other and our members. Our typical greeting with a handshake will not be extended until the virus is under control, and the official recommendations are updated. Additionally, many of our members are choosing to use our Digital Banking Services and our Call Center in place of coming into the branch. Please be aware that our hold times may be slightly longer due to the increased volume.

**Consider Banking from Home**

All of our branches, Member Service Center and ATMs remain open during normal business hours to serve you. While our branches are open, please remember that we have plenty of services to help you manage your account from anywhere you may be.

**With our digital banking tools, you can:**

Check Balances & Verify Transactions: Keep tabs on your account balance in real-time.

Deposit Checks: Utilize our free Mobile App to deposit checks digitally.

Transfer Money: Transfer money between your accounts.

Pay Others: Pay your bills using Bill Pay, or send money person-to-person.

Apply for Loans: Visit [www.soocoop.com](http://www.soocoop.com) to apply for home loans, auto loans, and credit cards.

Learn more at [www.soocoop.com/digitalbanking](http://www.soocoop.com/digitalbanking).

Don't have an SCCU Debit Card? We can help with that too.

If you have not done so, this is a good time to set up a direct deposit of your paychecks, reoccurring deposits, or automatic bill pay. These services make the day-to-day managing of your money easier and more efficient, while we remain focused on maintaining your financial wellness.

Unfortunately, some people and companies are taking advantage of the fears surrounding the spread of the virus. Do not let fear cloud your judgment when accessing links from emails and social media. The FTC has published the following article to protect yourself from scammers. [www.consumer.ftc.gov/blog/2020/02/coronavirus-scammers-follow-headlines?utm\\_source=govdelivery](http://www.consumer.ftc.gov/blog/2020/02/coronavirus-scammers-follow-headlines?utm_source=govdelivery).

Our first priority remains to keep SCCU employees and members safe and well-informed while doing what we can to help minimize the potential spread of the coronavirus (COVID-19). Please know we will continue to explore digital and remote solutions that will best serve our community members going forward. We will update you as needed via our Website, Facebook Page and Twitter Page. Thank you for trusting us with your financial needs.