

Dear

Amid the concerns about the spread of the Coronavirus (COVID-19), the health and safety of our Members and employees are top of mind. We are here to serve you and want to share information with you about the steps we are taking to ensure we continue to operate safely and effectively, while doing what we can to help minimize the potential spread of the Coronavirus (COVID-19).

Steps We're Taking

- **A dedicated task force** has been created and meets regularly to review information from the [Centers for Disease Control and Prevention \(CDC\)](#) to ensure the actions we're taking align with the latest CDC recommendations and guidance.
- **We have proactively reviewed our business continuity plans and have made adjustments** to our preparedness and response plan to help ensure we provide uninterrupted service during natural disasters and incidents like the Coronavirus (COVID-19) outbreak.
- As a precautionary step, we have **begun installing hand sanitizer stations in our branches** for use by both employees and Members. In addition, we are sanitizing all community surfaces such as door handles, counter tops, ATM surfaces, and other areas throughout the day.
- For cautionary purposes, we have asked our employees to not shake hands with Members or others who come into branches to conduct business. This helps ensure we are doing everything possible to prevent the possible spread of the Coronavirus (COVID-19).

Steps You Can Take

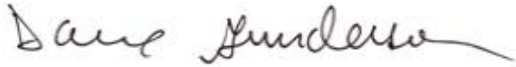
- **Take advantage of our online and mobile banking services** so you can conduct your banking needs without visiting a branch. [Visit CUSoCal.org for additional information.](#)



- **Please call us toll-free at 866 CU SoCal (866.287.6225)**, Monday through Friday: 9 a.m.-6 p.m. or Saturday: 9 a.m.-1 p.m., if you need assistance. CU SoCal is here for our Members—to help with difficulties that they may experience in their lives as well as the Coronavirus (COVID-19).

To ensure you are aware of our business continuity efforts and are comfortable with our commitment to seamlessly provide the service and support you depend on, we will provide ongoing updates as necessary. In addition, you may reference the information on our website at CUSoCal.org/coronavirus.

Sincerely,



Dave Gunderson
President/CEO

