



## **CORONAVIRUS COVID-19 Update**

To All RT Federal Credit Union Members:

The health and wellness of our members, employees, and community are important to us. We continue to monitor updates regarding Coronavirus and want to keep you informed of plans to keep you protected.

COVID-19, also known as the Coronavirus, is a respiratory illness that was initially identified in Wuhan, China, and has now been detected in over 50 locations around the world, including the United States. The Credit Union is following the guidance from the Centers for Disease Control to prevent exposure to the virus by both our members and employees.

We are taking additional steps to ensure cleanliness and hygiene during this time. Our office has been equipped with hand sanitizers and disinfectant. We encourage members and staff to wash hands frequently and utilize hand sanitizers before and after transactions. You can expect to see staff cleaning frequently touched surfaces more often including doorknobs, phones, handrails, and counters throughout our office. In addition, we are utilizing social distancing measures to limit physical contact with each other and our members by staggering work schedules, spacing staff, and refraining from offering our typical handshake greeting.

To that end, we wanted to share with you the proactive approach RT Federal Credit Union is taking regarding the Coronavirus. Effective Monday, March 16, 2020, our lobby will only be open by appointment for loan closings and account openings. All teller transactions are to be conducted at the drive-up. Our drive-up will remain open Monday thru Friday from 8am to 5pm, but will be closed Saturdays. We are asking our members to utilize alternative services such as: online banking, mobile banking, mobile deposit, bill payment, and ATMs. If you don't already use these services, we strongly encourage you to enroll in these alternative services. Call us at 315-336-7810 and a Member Service Representative would be happy to assist you.

### **AVOID SCAMS**

Stay diligent when accessing links from emails and social media regarding COVID-19 information. Unfortunately, some people are taking advantage of the fears surrounding the spread of the virus.

The FTC has published the following article to protect yourself from scammers.

[https://www.consumer.ftc.gov/blog/2020/02/coronavirus-scammers-follow-headlines?utm\\_source=govdelivery](https://www.consumer.ftc.gov/blog/2020/02/coronavirus-scammers-follow-headlines?utm_source=govdelivery)

**As things develop, we will advise any changes through our website.**