



RTFCU will Reopen Lobby in Phases

Like all of you, RT Federal Credit Union has continued to monitor the COVID-19 pandemic and how it is impacting the general health and economy of our state and country. RTFCU has been open throughout the COVID-19 pandemic, supporting you thru the drive-up and digital banking services. We thank each of you for your patience and understanding over the last couple of months and for utilizing our digital banking services. New York Governor, Andrew Cuomo, has announced the NY Forward Reopening Plan that reopens NYS by Region in phases as they meet specific criteria. As an essential business, RT Federal Credit Union may begin the process of reopening its lobby based on our own ability to ensure safety of our staff and members. We plan to open our lobby slowly and in phases beginning Monday, June 1st, allowing us to implement the policies and procedures needed to keep everyone safe.

When we start opening the lobby for services again, things will look a little different. In the beginning, our lobby will have limited hours (Monday-Friday, 10am-2pm) and we will continue with 'by appointment only' access when the lobby is not open. Below is an outline of how we have prepared our lobby and what can be expected upon your return to our lobby. These items are being put into place in order to create as safe of an environment as possible for our employees, members, and guests as we begin to transition into reopening:

1. Plexiglass shields have been installed at the teller windows.
2. Air purifiers with UV have been installed on our HVAC system.
3. Automatic doors will be installed to minimize touch surfaces.
4. Plexiglass shield will be installed between the enter/exit doors.
5. All member/guest facing employees have been provided with protective shields/masks and will be wearing face coverings. Employees are using hand sanitizer before and after every transaction.
6. All members and guests are being asked to wear a face covering when entering our lobby.
7. We will have strict building occupancy limits with clearly marked areas to stand. If these areas are filled, please wait outside staying socially distanced or remain in your vehicle until a spot opens up or please proceed to the drive-up.
8. We will have a designated lobby manager. This person WILL ask you the reason for your visit. The purpose of this is to properly direct you to the appropriate person so that traffic in and out of the branch remains smooth and seamless. Please do not enter the branch until this person clears you to enter. You will be asked to lower your mask to confirm your identity.
9. We will accept walk in requests to meet with a staff member to discuss loan, deposit account, and member service inquiries or issues, but encourage you to call ahead to schedule an appointment.

We understand that not everyone is ready to take the step of re-entering society during these uncertain times. RTFCU is still providing services through our drive-up, ATMs, online banking, mobile banking, and telephone banking. If you need special accommodations, please reach out to set an appointment with one of our staff.

Thank you for your continued membership and support of RTFCU. We look forward to seeing you as New York continues its path of reopening all across the state!

Kindest Regards,

Tracy M. Worden
CEO