

## Continuing Access to Your Money and Your Credit Union

Throughout the COVID-19 outbreak, Electro has remained open to the greatest extent possible to provide access to your money and to meet your financial needs. We're preparing our offices to offer services requiring in-person visits such as safe deposit box access, notary service, debit card instant issue pickup, as well as transactions for members with limited phone and internet services. At this time, we're putting in place the necessary protective equipment to help keep you and our employees safe when you enter any of our locations.

Although St. Louis County authorized restricted re-opening of certain businesses on Monday, May 18, our lobbies will remain closed until we're adequately prepared. Until then, we'll continue to serve you through our drive-up, phone and remote access options. We anticipate being able to move forward with in-person appointments soon, and will notify you via our website and email when we begin accepting appointments for these.

As we resume regular, in-person appointments for services that can't be performed through drive-up, phone or remote access, please be assured your safety remains our highest priority. As an added precaution, we'll be limiting the number of people in the office along with new, enhanced procedures and protocols to ensure your in-person visit is as safe as possible.

For your safety and the safety of others, we must balance the need to protect health with security. Among the safety protocols, we ask that you bring and wear a proper face covering when visiting any Electro office; however, upon entry, you will be required to remove your face covering temporarily for video identification.

If you'd prefer not to visit us in person yet, we're making virtual appointments available to deliver personal assistance for services such as financial counseling, credit reviews, loan closings and opening new accounts. You can consult with an Electro team member from the safety and comfort of your own home by phone or video.

## Managing Your Money Remotely

Here are ways to manage your money and conduct business with us remotely versus coming into a branch:

- **Digital Banking** is available 24/7 with our mobile app or at [electrosavings.com](https://electrosavings.com). You can deposit checks, transfer money, monitor balances and transactions, pay bills, control access to your Electro debit or credit card and much more—all from your computer or mobile phone.
- Apply for a loan or open a new account online at [electrosavings.com](https://electrosavings.com).
- Loan approvals and closings can be done electronically using secure email, simply let our Member Service Representative know this is how you prefer to close your loan.
- For deposit and withdrawal transactions, use drive-up windows available at our Maryland Heights and Wildwood branches, as well as at **Shared Branch** locations, where available.
- Use the night deposit box—available at all our branches
- Access your accounts at over 30,000 nationwide no-fee **CO-OP Network ATMs**.
- Call us at **314.434.6470**, toll-free **800.844.8313** or email [escuweb@escu.org](mailto:escuweb@escu.org) for assistance.
- We are also available through private messaging on Facebook during business hours.
- And coming soon, you'll have the option to use text banking.

## We're Here if You Need Any Additional Assistance

Through our **Comm(unity) Relief Program**, now more than ever, we're here to support our members and communities. If this pandemic has impacted you, our staff is dedicated to working with and helping you through these uncertain times.

## Communication Updates

We will continue to monitor the situation and communicate these decisions with you through email, on [electrosavings.com](https://electrosavings.com) and our social media channels.

Thank you for your patience and consideration for our employees. Please stay safe and know we will be here for you, your family, and our community, because together we are stronger.

Sincerely,



Jim Struble  
President/CEO