

## Information About COVID-19 and Access to Our Locations

On Tuesday, May 26, our office lobbies will be open by appointment only during regular business hours for 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.

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. Our lobbies are equipped with the necessary protective equipment. As an added precaution, we are limiting the number of people in the lobby 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 during regular business hours 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.

**Please note, your requested meeting date and time must be made at least 24 business hours in advance and is tentative until we contact you with a confirmation.**

Monday, Tuesday & Thursday 9 AM to 5 PM

Wednesday 10 AM to 5 PM

Friday 9 AM to 5:30 PM

Saturday 9 AM to 12 PM

## Schedule Your Appointment

### 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.
- SMS Text Banking is available to check account balances and recent activity.
- 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 messaging to communicate with us.

### 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