



Dear Member,

We recognize that with the constantly changing COVID-19 virus response, this is an unprecedented time for us all - a time that, for many, is filled with uncertainty. Our hearts and thoughts go out to each and every one of you.

### **Promoting safety and health for everyone**

We have taken multiple steps to minimize health risks to our members, our teammates and our communities, including enhanced cleaning procedures at our branches and drive thru lanes.

### **We are prepared and ready to help with your financial needs**

Here are a few ways GCCU is currently provide assistance:

- Drive thru lanes open extended hours **8am to 6pm.**
- By phone at (989) 463-8321 or (989) 875-6184
- Online Banking
- Mobile Banking with Mobile Deposit
- Bill Pay
- eStatements
- Person-to-Person (P2P) Payments
- ATMs
- Telephone Banking at 1(800) 860-5704 CU Id #028
- In person at branches by appointment only from **9am to 5pm**

In addition, we have put in place the following measures to assist our members until 4/14/2020:

- We are waiving early withdrawal fees on CDs
- We are waiving Christmas & Vacation Club early withdrawal fee
- We have implemented a no-fee option for payments by phone
- For those impacted financially by COVID-19, we are offering no fees for Skip Pay on installment and credit card loans
- Contact us to discuss real estate modifications



## Reminder

- For the health and safety of our members, employees and the community, all branch services are now limited to drive thru, ATM and by appointment only inside our lobby
- We ask that you visit a branch lobby only if you absolutely must
- Check on the Center for Disease Control (CDC) [www.cdc.gov](http://www.cdc.gov) for information on COVID-19

Finally, if you have been impacted by the coronavirus, and need additional assistance with your GCCU account, please contact us and let us know. We are here to serve you.

- **GCCU Alma 989 463-8321**
- **GCCU Ithaca 989 875-6184**

Sincerely,

Brenda L Miller  
General Manager & CEO, Gratiot Community Credit Union