

March 11, 2020

Dear Member,

At American 1, the health and wellness of our members is our top priority – both financially and physically. We want to assure you that we are actively monitoring reports from the Centers for Disease Control (CDC) regarding the Coronavirus (COVID-19), and have a business continuity plan in place to prevent any disruption to your regular banking services.

As part of our prevention measures, we ensure that our team members here at American 1 have a safe and healthy working environment. Our branch locations and offices are cleaned and sanitized on a regular basis, and we encourage our employees to practice healthy habits by using paid sick time to stay home when they are not feeling well.

We also encourage our members to utilize the wide array of self-service banking tools that allow you to do anything you can do at a branch from the comfort of your home or anywhere on the go. These tools include:

- **American 1's Online Banking & Mobile App.** With our Online Banking and Mobile App, you can do the following:
  - Check your balances
  - Deposit checks
  - Transfer money between American 1 accounts, to friends or family, or to accounts at other financial institutions
  - Make loan payments
  - Pay your bills
  - View your e-Statements and tax documents
- **Ask American 1.** Located on our website, [american1cu.org](http://american1cu.org), Ask American 1 allows our members to easily find answers to almost any question they might be wondering.
- **24/7 Contact Center.** American 1 has a Contact Center with team members working around the clock to assist you with everything from money transfers to auto loans. Anything you can do in a branch, you can also do remotely with our Contact Center! You can reach the American 1 Contact Center via phone, text, secure Online Banking or Mobile App message, or chat.

While we aren't able to predict the impact that COVID-19 will have on our community, we can promise that we will be here for you, providing the great service you know you can expect from American 1. If you have any additional questions or concerns, or need special assistance due to complications from coronavirus, please don't hesitate to call us at 888.213.2848 or contact us at [info@a1cu.org](mailto:info@a1cu.org).

Sincerely,



Martha Fuerstenau, CEO/President