

March 16, 2020

In a continued effort to protect the health of our members and employees, effective immediately, the lobbies of the following branch locations will be closed to the general public and available by appointment only. The drive thrus of these branch locations will continue to operate under their regular hours.

- North Street Branch
- Michigan Center Branch
- Spring Arbor Branch
- Parnall Branch
- Vandercook Branch
- Downtown Branch (no drive thru available)
- Battle Creek Branch
- Hillsdale Branch
- Manchester Branch
- Canton Branch

All other branch locations, except for our Melvindale Branch, will continue under their regular operating hours. Our Melvindale Branch, accessible only to DTE employees and retirees, will only be open on Thursdays.

We assure you that all branches are receiving a regular deep cleaning and sterilization. We are taking every precaution to make sure that our members and employees remain healthy.

We encourage our members to utilize the many remote help options available to them, including the Ask American 1 and chat features located on the American 1 website or secured message feature found in Online Banking and the American 1 Mobile App.

As always, your money is safe with us and insured by the NCUA. We will continue to be available for you during this pandemic for all of your banking needs.

If you would like to schedule a lobby appointment with us, please contact us via one of the methods listed above or call 888.213.2848. Due to higher than usual call volumes, phone wait times may be long. We thank you for your patience and understanding during this difficult time.

We will continue to monitor the changing situation and will communicate any additional updates as they occur.

Sincerely,



Martha Fuerstenau, President/CEO