



To our valued members,

SunWest Credit Union places the utmost importance upon the health and welfare of our members and staff. Due to the unprecedented situation surrounding the Coronavirus COVID-19 outbreak, we are increasing our social distancing protocol to follow the guidelines of the Centers of Disease Control and Prevention. Starting March 18th, 2020, our lobbies will be closed until further notice. At this time, we'd like to assure you that there are multiple means by which you can continue to do your banking.

- ✓ **Our drive-up bays will continue to be staffed at full capacity throughout our normal business hours.**
- ✓ Our member services team is available to help you via telephone at 719.561.0804 or online chat.
- ✓ Online banking and mobile banking are a great way to review your transactions or transfer funds from the comfort of your home. This option includes the ability to apply for a loan!
- ✓ You can utilize remote deposit capture to electronically deposit checks, as well as online bill pay. Our ATMs continue to be available, and we have night drop boxes in Pueblo which we will check more often.
- ✓ Some staff will be available in branch to assist in person on a case-by-case basis.

We thank you for your understanding as we all work to get through this challenging time. We are here to help – nothing has changed about that. SunWest will continue to serve your needs through many channels that protect everyone but also fulfill your banking needs.

Sincerely,

Janice Mehle

President/CEO

P: 719.561.0804 | F: 719.560.1620 | SunWestECU.com

Pueblo South
4141 Sovereign Circle
Pueblo, CO 81005

Pueblo North
700 Eagleridge Blvd.
Pueblo, CO 81008

Cañon City
3140 E Main St.
Cañon City, CO 81212

To our valued members,

With mounting concerns about the COVID-19 Coronavirus, we want to assure you that the health and safety of SunWest's members and staff, as well as anyone who visits our branches, is our first and foremost priority. Our senior leadership team is continuously monitoring the situation surrounding COVID-19 and we are fully prepared to adapt as the situation evolves. At this time, we anticipate that our branches will remain open, and as such we're taking extra precautions such as sanitizing the surfaces you and our staff come in frequent contact with more often.

There are many ways in which we can all mitigate our risk of getting sick, and we encourage you to visit the Centers of Disease Control and Prevention website at <https://cdc.gov/coronavirus/2019-ncov/index.html> for an authoritative list of prevention strategies, as well as updates about COVID-19.

Unfortunately, during times like these, there are scammers that attempt to exploit the fear and uncertainty people are experiencing. They target people with phone calls, emails, or social media posts falsely claiming to be from the World Health Organization, the CDC, or some other legitimate agency. Please be very careful with your sensitive information and your money. You can find out more at the World Health Organization's website at <https://www.who.int/about/communications/cyber-security>.

At this time we want to encourage you to use our electronic banking options, such as online banking, mobile banking and remote deposit capture for your check deposits. We also have a fantastic member services team that is available to assist you by calling 719.561.0804. There is also an online chat tool available on our website at www.sunwestecu.com, during normal business hours. Personal information should not be sent via the chat tool. If you need assistance with setting up online or mobile banking or using remote deposit capture, our representatives are happy to help.

Please know that we are working to ensure the same exceptional service that you've come to expect. Don't hesitate to reach out to us with any questions or concerns; we care about our members, staff, and communities. We're here to help!

Sincerely,

Janice Mehle

President/CEO