



Thursday, March 12, 2020
Oregonians Health & Safety Update

Dear Member,

As uncertainty about the novel Coronavirus (COVID-19) increases, we want you to know we are here to serve you and be protectors of your financial well-being.

Your money is safe with us.

We want you to feel confident that your money is safe with us. Oregonians Credit Union is one of the strongest financial institutions in Oregon with over 14% capital, which is well above average. This level of capital means we are financially equipped to respond to any economic adversity.

In addition, your deposits are insured up to \$250,000 by the National Credit Union Administration (NCUA) and our Board of Directors and Management Team are prepared to ensure service to you remains ongoing. We're well-capitalized and well-prepared, and we hope this puts your mind at ease.

What can you do to prepare?

- ✓ **Make sure we have your email address and mobile number** so we have a better chance of reaching you, if needed!
- ✓ **Register for Online Banking.** If visiting a branch becomes unrealistic, being able to access and transact on your accounts from home will be key.
- ✓ **Download the Oregonians Mobile App.** Paying bills, depositing checks, reviewing balances, making transfers... all possible from your mobile device.
- ✓ **Sign-up for e-statements.** This way, you'll be able to view your statements from the security of your home.

What are we doing to prepare?

Our teams have been closely monitoring Coronavirus outbreak and we share your concerns as the developments are changing so rapidly.

At all our locations, we're taking the Oregon Health Authority and Centers for Disease Control recommended precautionary steps seriously to help prevent the spread of the virus, including:

- Disinfecting frequently-touched surfaces and items often.
- Washing hands frequently for a minimum of 20 seconds, or using an alcohol-based hand sanitizer.
- Avoiding touching the face.
- Covering coughs and sneezes in the elbow or with a tissue.
- Avoiding close contact with anyone who is sick.
- Staying home if sick or showing flu-like symptoms.

We remain open during normal business hours and are conducting enhanced cleaning measures. If the threat worsens, we have no-touch thermometers at branch locations to screen staff upon arrival. We are prepared to continue operations according to our Business Continuity Plan, which will ensure critical functions and services to you, our members, remain ongoing.

At Oregonians, you will always have access to your money.

Your accounts are accessible from anywhere, at any time, in Online Banking and the Oregonians Mobile App – so if we need to help you get registered, please let us know! Our Contact Center is a great resource should you need to stay home in the coming weeks. They can be reached at 503.239.5336 during normal business hours: Monday through Thursday, 9 AM to 5 PM, and Fridays 9 AM to 6 PM. You also have surcharge-free access to over 30,000 ATMs through the Co-Op Network.

If service interruptions arise, we'll publish details on our website, OregoniansCU.com, and we'll send you emails, if needed – **so please make sure we have your email address.** Follow us on Facebook and Twitter @OregoniansCU for timely updates.

We will continue to take preventative measures to help ensure the health and safety of our members and employees. We greatly value your membership and the trust you place in us.

Sincerely,



Sam Launius,

Chief Executive Officer

