



northwest **plus** credit union

COVID-19 (Coronavirus) Update

March 13, 2020

Hello Members,

nw+|cu is monitoring the developments related to the COVID-19 virus (aka Coronavirus) as the situation develops in our communities, counties, state and nation, protecting our members, staff and community from the spread of the COVID-19 virus (Coronavirus) is vitally important to us.

nw+|cu will follow the recommendations of the federal, state and local leadership as well as the guidance issued by the County Health Departments and the Centers for Disease Control and Prevention.

nw+|cu is currently operating and maintaining regular business hours. However, if situations change and we find it necessary to modify our hours, or close a branch we will update our website (nwpluscu.com), personal branch, Facebook page and email members to notify you of those changes.

General Operation Plan is to function as close to normal as we can. If developments cause us to expand social distancing within our offices we will close our lobbies and continue to facilitate member transaction through the drive thru at each branch location. In the event we have limited staff we may close an office and/or consolidate staff to keep another office open. It is our goal to make every effort to provide you the full service you are accustomed to while always keeping the well-being of our staff and members our primary focus and goal.

Please know we have increased cleaning and general hygiene expectations to include wiping down desks, frequently touched areas and teller station routinely throughout the day. We have also asked staff who are ill to stay home.

If you are exercising caution by avoiding public places or unable to visit the branch, remember we have the following options available to assist in meeting your banking needs:

- Personal Branch (online banking system)
- Bill Pay (portal to safely and conveniently pay your bills)
- Mobile Banking is another option and it provides a means to deposit checks electronically through Remote Deposit Capture.

If you need assistance with any of these options please contact your local branch by calling 425-297-1000 or 800-456-6481.

We encourage everyone to follow the CDC recommendations for preventing the spread and control of this and other infectious diseases:

- Stay home when you are sick.
- Avoid close contact with people who are sick.
- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based sanitizer.
- Avoid touching your eyes, nose, and mouth.
- Always cover your cough or sneeze. Toss used tissues directly in the trash.
- Clean and disinfect high contact objects and surfaces.
- Practice good health habits. Get lots of sleep, exercise often, manage stress, drink lots of fluids, and eat healthy foods.

Again please continue to monitor our website (nwpluscu.com), personal branch, Facebook page and watch your email account for future communications.

Stay safe out there, remember to use the recommendations noted in this communication; stay informed and don't panic we are all in this together and **nw+** is here to partner with you.

If you have any questions please call 425-297-1000 or 800-456-6481,

Respectfully,

Torrie Ramos, CEO

nw+|cu