



Dear Valued Member,

As a member-owned financial cooperative, our greatest priority is the health and safety of our members, employees and community. As such, we are closely monitoring the daily developments regarding COVID-19 (coronavirus) and are following guidance from the Centers for Disease Control and Prevention (CDC) and local Colorado health officials.

Aurora Schools Federal Credit Union is designated as a part of the Critical Infrastructure Segment and have been able to remain open and operational.

Our branch lobbies are beginning to re-open with normal business hours.

We recognize financial transactions sometimes work better in person for the ease of our membership.

The following safety measures are in place for your safety and the safety of our staff:

- Only 2 members will be allowed in the branch lobby at a time.
- Please abide by all social distancing markers, maintaining at least 6 feet distance.
- We highly encourage wearing a mask or other facial covering that covers both the nose and mouth.
- We will be wearing masks as well.
- We are washing our hands frequently.
- We are practicing daily enhanced branch cleanings and frequent wiping of high contact surfaces.
- Please bring your own pen. If you do not have your own pen, we will provide you a pen to keep.
- If you are sick or have experienced symptoms, including a fever, in the past 24 hours, please do not enter the branches.
- We are working to provide hand sanitizer at our entrances but due to COVID-19 shortages we are temporarily unable.

While our branches are beginning to re-open, we would like to encourage our members to continue to utilize our Drive-thru and eServices. This is a perfect time to remind our members that most transactions can be performed without visiting a branch.

Call Center:

The ASFCU call center is open during normal business hours at 303.360.0987.

Email:

If you prefer to communicate with ASFCU via email, please send your email to memberservices@asfcu.com and a member of our team will reply shortly.

Night Drop:

If you need to drop something off to ASFCU but do not want to come in, you can place your items in our night drop at both locations.

Mobile Deposit:

Mobile Deposit options are available using our Sprig App. The Sprig App is available in the App Store and on Google Play. For more information about the Sprig App, visit <https://www.asfcu.com/More-Services/eServices/Mobile-Banking.aspx>.

ASFCU Mobile App:

Easily manage your account from the convenience of your smartphone. The ASFCU Mobile App is available in the App Store and on Google Play.

Features include:

- Check balances and account history
- Transfer funds between accounts

For more information about the ASFCU Mobile App, visit <https://www.asfcu.com/More-Services/eServices/Mobile-Banking.aspx>.

Online Banking:

Access your accounts online at ASFCU.com. If you have not yet enrolled in our online banking services and need assistance, please call us at 303.360.0987 and we would be happy to help.

- Check balances, account history and access eStatements
- Set up account transfers
- Pay bills with CheckFree Bill Pay
- Transfer money externally to and from you accounts at other financial institutions
- Send, request and receive money with Popmoney

Surcharge-Free ATMs:

Visit one of the nearly 30,000 surcharge-free CO-OP ATMs across the nation. To find a surcharge-free ATM near you, please use our ATM locator at <https://www.asfcu.com/About-Us/Locations-Hours.aspx>.

Electronic Documents:

ASFCU is able to complete many documents electronically including loan closings. If you would like to access electronic options, please call or email us at memberservices@asfcu.com.

Branch Hours:

Main Branch		
Address	Lobby Hours	Drive-up Hours
751 Chambers Road Aurora, Colorado 80011-7151	Mon., Tues., Thurs., Fri. 8:30 a.m. - 5:00 p.m. Wednesday 9:00 a.m. - 5:00 p.m.	Monday - Thursday 8:00 a.m. - 5:00 p.m. Friday 8:00 a.m. - 5:30 p.m. Saturday 9:00 a.m. -12:00 p.m.
High Point Branch		
Address	Lobby Hours	
18856 E. Hampden Ave Aurora, Colorado 80013	Monday - Friday 9:00 a.m. - 5:30 p.m. Saturday 9:00 a.m. -12:00 p.m.	

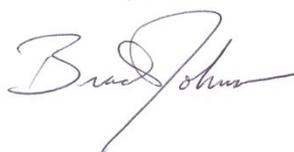
During this time of uncertainty, we would like to remind you that deposits at Aurora Schools Federal Credit Union are safe. ASFCU is financially strong. In addition, your funds are federally insured by the National Credit Union Administration (NCUA) to at least \$250,000.

We also want to remind you to be vigilant against scams, including fraudulent phone calls and text messages. **Aurora Schools Federal Credit Union will never contact you directly to request account numbers, passwords, debit or credit card numbers, expiration dates, (PIN) personal identification numbers or social security numbers.** If you feel you have received a fraudulent call and are concerned about potential fraud on your account, please contact us immediately.

We will continue to monitor the situation and are committed to providing our members with regular updates should we anticipate any disruption in the service you have come to trust and rely on from Aurora Schools Federal Credit Union.

As always, thank you for your membership, your patience, and your understanding as we navigate the current economy while helping you to achieve your financial goals.

Sincerely,



Brad Johnson
President/CEO