



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.

At this time, the management team at ASFCU has decided to close our lobbies at both branches to appointment only.

We want to assure you that we are taking all the necessary steps to guarantee that you have full access to your accounts.

For Deposits: please utilize our night drop at both branches or drive thru at our branch at 751 Chambers Rd. Mobile deposit options are also available using our Sprig App. The Sprig App is available in the App Store and on Google Play.

For Withdrawals: please utilize our drive thru at our branch at 751 Chambers Rd., our ATMs, or you may also access your accounts through our 30,000 surcharge-free ATMs worldwide. To find a free ATM near you please use our ATM locator at the following link <https://www.asfcu.com/About-Us/Locations-Hours.aspx>.

For balances and transaction information: you can access your accounts online at [ASFCU.com](https://www.asfcu.com) or through our mobile app which are available 24/7. The ASFCU Mobile App is available in the App Store and on Google Play. 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.

For all other transactions and business: please contact us at 303.360.0987 or MemberServices@ASFCU.com.

Lastly, 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.

Should branch operations change further due to an emerging health threat or request from local government leaders, you have our commitment for timeliness and transparency. Our website will remain up to date with the status of our locations and we will alert you of any changes through email should the need arise.

As always, we are here for our members to provide financial support and guidance. Please know we are working on options and dedicated assistance programs should you be impacted by COVID-19. If you have been financially impacted by recent closures, please contact us for possible solutions.

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 (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.

Sincerely,

Brad Johnson
President/CEO