

March 12, 2020

Dear Power Financial Credit Union Family:

As we all continue to closely monitor the latest updates regarding the coronavirus (COVID-19), we want to assure you that your credit union has been meeting since January 27<sup>th</sup> to ensure we are well prepared as this public health crisis continues to unfold. We will continue to closely monitor the situation and activate additional phases of our Business Continuity Plan to support our members and communities as needs arise.

We want to take this opportunity to ensure you are aware of your digital banking options should you want to avoid public interactions to minimize any potential exposure. As always, our branch teams are also available to serve you should you want to visit a [branch location](#) near you.

Power Financial Credit Union's highly rated Mobile App offers a variety of ways to [access your accounts](#) and manage your money from the comfort of your home or workplace, 24 hours a day.

Members are able to:

- [Deposit checks](#) using the mobile app
- Pay bills using [Bill Pay](#)
- Apply for [loans and credit cards](#)
- Check your balances
- Make payments on your loans
- Transfer funds
- Transfer funds to other people ([P2P](#))
- [eStatements](#)

Please remember, our team of Trusted Advisors are available during normal business hours at 800.548.5465 and via chat in online banking and under the "More" menu in the mobile app or at our website at [www.powerfi.org](http://www.powerfi.org).

Our members, employees and our communities continue to remain a top priority. We have increased our cleaning measures, have placed hand sanitizers at all workstations and implemented cleaning checkpoints throughout the business day. We will continue to update you as our preparations and reactive measures unfold.

Thank you for being a valued member of the Power Financial Credit Union Family! If you should have any questions or concerns, please contact us at 800.548.5465 or email us at [Listening@powerfi.org](mailto:Listening@powerfi.org).

For additional information about COVID-19, please visit the [CDC website](#)