

A SPECIAL MESSAGE REGARDING COVID-19

Gale Credit Union Members,

Effective March 19, 2020 at 1:00PM

Our Lobby Access is temporarily suspended for the safety of our Staff and Members.

In response to the coronavirus (Covid-19) pandemic, we have a responsibility to protect our Staff and our Members by limiting face-to-face contact to help reduce the spread of the virus.

We are prepared to ensure that you still have full access to your money and financial needs, possibly in a different manner than you are used to doing. Here is our option for our Members:

- Our Drive-up remains open for normal business with multiple Tellers Monday through Friday 7:30 AM to 5:30PM and on Saturday from 8:00AM to 12:00PM.
- Our Lobby will only be available by appointment, typically for loan closings or new account openings. Call us at 309-343-1777.
- Our ATM remains open and you can now access your savings account as well as your checking account at our ATM.
- Online Home Banking – Enroll today at www.galecu.net
 - Services online are free and include viewing account balances, transferring funds, receiving e-Statements, and more. On your Mobile Phone too.
- Bill Payment Service – Enroll today at www.galecu.net
 - Bill Pay services are free to members and it allows you to pay virtually any bill electronically. You set up your vendor, the amount to pay, and date for it to be paid and we will take care of the rest.
- Telephone – We continue to have a live staff member answer the phone, so if you have a question or need some help, please give us a call at 309-343-1777.
- Night Drop Box – We have a secure drop box on the East side of our building as you enter the drive-up where you can drop off payments and deposits securely anytime.
Transactions will be processed on the next business day.

We encourage you to review this list of services and feel free to contact us at any time. Staff are on standby to help you in when possible as we all try to get through this pandemic.

Your money is safe with Gale Credit Union and we are committed to continue to serve you with all of your financial needs to the best of our ability during this unprecedented situation.

Thank you,

Gale Credit Union

Your savings federally insured to at least \$250,000
and backed by the full faith and credit of the United States Government

NCUA

National Credit Union Administration, a U.S. Government Agency