

From: **Jana Haney, President of MTCU**

Subject: Coronavirus COVID-19 Readiness (Update) March 25, 2020

Dear Member:

We are here to help you!

The leaders of MTCU continue to monitor the latest updates regarding coronavirus disease (COVID-19) and our local economy slump! We want to reassure you that we're here to help with any financial services you need during these difficult times.

Our call centers are experiencing higher than normal call volumes, so our wait times are longer than usual. Thank you for your patience. Here's what you can do to get in touch with us and manage your account quickly and conveniently, anywhere, any time.

Access to your money

While our lobbies are now closed, we encourage you to use the full-service drive through or ATMs. We also have night drops at all 3 locations.

The safest and easiest way to access your money 24 hours a day during this outbreak is through our online banking services or our mobile bank app. . If you do not have it on your mobile phone, now is a good time to download our app or sign up for online access. Please visit at our website (www.mtcu.org.) The app store link is located on the bottom of our web page in the right-hand corner!

Our online E Teller is safe and user friendly. You can check your balance, transfer money, get a history of your account, pay bills, make loan payments, and order checks - just to name a few.

If you have a **Home Equity Loan** that is not on ETeller, I encourage you to enroll for EStatus. We will have the enrollment form plus the directions on our web page by the end of this week. With Estatus, you can view your history, make payments, access statements, and schedule payments. It is very simple to use!

We have increased our daily aggregate total on **Remote Deposit during this pandemic..** Please know effective today, MTCU has **increased this limit temporarily to a daily aggregate total of \$10,000.00.** Thank you for voicing your thoughts on this because we do listen and act when we can!

ATMs withdrawals amounts can be increased temporarily and for emergency only to **\$810.00.** Unfortunately, you will have to call our call center for this emergency increase and it is a one-time increase! . 432 688 7300. Please know that MTCU does NOT control what the ATM owner will do and they all have their own limits.

Protect yourself from cyber scams

It is important to note that if we reach out to you, *we will NEVER ask for confidential information such as your name, password, personal identification number (PIN) or other account information.* You can review the Federal Trade Commission's advice for consumers to [protect yourself from scams](#).

Promoting health and safety

We at MTCU are proud to be a part of your lives and are honored by the trust you place in us. We are not only thinking about your financial security, but your health as well. We are working diligently to ensure we are utilizing the best health practices during this pandemic and staying up to date on the latest protocols and recommendations from public health authorities. Our number one priority is protecting the health and safety of our employees who are here to serve you.

We're here if you need any additional assistance

If you want to learn more about COVID-19, visit the [CDC's resource center](#) . Protecting our members, community, and staff by taking extra precautions remains a top priority and thank you for your patience and understanding as we continue to keep each other safe. If you have questions, please contact our main number at 432-688-7300 or email us at info@mtcu.org.

Sincerely,

Jana Haney

President of MTCU

MTCU Direct Lines that you need to know:

Please know these lines are only answered during our normal business hours.

Call Center handles all member inquiries: 432 688-7300

Jana Haney, President, 432-688 7320

Cesar Tarin, VPL 432 688 7315

Justin Marler, COO 432-688-7318

Kimberli Felts, Membership 432 688 7352

Loretta Elliott, Home Equity Loans 432 -688-7355

Mary Hernandez, ODP 432- 688-7341

Naomi Guevarra, Debit Card Fraud 432 688-7324

Rudy Guevarra, Collections 432 -688-7343

Susie Masten, EVP, Membership 432-688-7325

Loan Officer's Direct Line

Maria 432-688-7316

Kathy 432 688-7309

Destri 432- 688-7303