



Concho Valley Credit Union takes the health, well-being and safety of our staff and members very seriously. In effort to serve and support our members, we are closely following all developments concerning the coronavirus (COVID-19).

We understand your concern and the uncertainty you may be experiencing at this time and are working to find the appropriate response and reactions to this serious situation.

While seeking guidance and information from the Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO), we want to assure you that efforts are in place to help reduce the viruses by increasing our cleaning and sanitization practices and having hand sanitizers available, for your safety.

In Addition, we want to remind you that Concho Valley Credit Union provides self-service access to manage your financial accounts:

ONLINE, BILL PAY AND MOBILE SERVICES, available to you 24/7.

Check balances

Make payments

View transactions

Transfer money

Pay your bills

(If you are already set up, our Member Service Representatives are available to assist you. It only takes a few minutes.)

- Most **LOAN REQUESTS** may be made by telephone, email (cindy.baker@conchovalleycu.com) or faxed and most documents can be emailed, faxed or mailed for your signature.
- If you are experiencing financial hardships that affect your ability to repay your loans, please contact your loan officer to discuss options.
- Our **DRIVE-THRU TELLERS** can assist you without your having to leave your vehicle.
- We also have **NIGHT DROP** available for making deposit and payments.

We encourage you to utilize the convenience of these services, especially if you are not feeling well or have other health challenges.

For safety and security reasons, if you need to wear a mask for your protection, please use our drive-thru windows.

Thank you for membership at Concho Valley Credit Union.

CONCHO VALLEY CREDIT UNION

1002 S. Abe • 325/658-7557 • FAX 325/658-4395
SAN ANGELO, TEXAS 76903

We are committed to making sure that you, our valued members have access to your accounts. Our decision to close our lobby was with our members and staff as top priority.

The lobby will be closed to all. Our drive thru will be fully operational during this time. We will handle as much as possible through the drive thru, by phone or email.

The drive thru will be open:

Monday thru Friday - 7:30 AM thru 5:30 PM

Saturday - 9:00 AM thru 12:00PM

If you need to come inside, it will be for safety deposit box and few other services. Please call ahead to let us know when you are arriving (325-658-7557).

We want to remind you these are challenging times for all of us. As we continue to monitor developments regarding COVID-19, our future decisions will be made with our members and staff as our top priority.

Thank you for your understanding.

**Kimberly Perrine
CEO**