



COVID-19 | Expected Plans to Serve Members

Current Operations:

The Health of our Members, Community and Staff are our highest priority. Olympia Credit Union is actively practicing Social Distancing to do our part of slowing down the spread of the COVID-19 (Coronavirus). We have implemented remote access for multiple staff to work from home and they are doing so until further notice. Other key staff will continue to report to the Olympia Branch to take care of night drop deposits, member calls, and members using the drive-thru. Our Lacey and Olympia Branch Lobbies will remain closed until further notice.

Business Continuity:

The Response Team is assessing the situation daily and modifying our operating plans as needed. We will continue with this limited mode of operation as described above unless there is a mandated quarantine for Financial Institutions or our staff become infected with the virus. Should staff become ill with the virus or a mandated quarantine occur, staff working remotely will be activated to continue taking your calls during normal business hours to assist you with any financial challenges you may be faced with. Please check for updates frequently at; www.olycu.org , our social media posts on Facebook, and/or emails.

What we ask of you now:

In the meantime, we ask our Members to please utilize remote services as much as possible. If you are not signed up for Home Banking, SPRIG (shared branching remote access) for remote deposits of checks, ATMs for withdrawals/deposits, or direct deposit, please do so as soon as possible. If you need assistance, please contact us during normal business hours (M-F 9:00-5:30) at (360) 754-5559.

Our Dedication:

We are here for you, our members, to support your financial wellbeing through these unusual times. If the COVID-19 has a negative impact on your financials due to closed businesses, layoffs, or illness, please let us know. We may be able to assist you with things like skipping a loan payment, increasing credit limits, and/or reversing fees.

Please practice social distancing to slow down or stop the spread of COVID-19 quickly so we can get back to a normal mode of operation. We are sending well-wishes for you and your families to stay safe. We will get through this together.

Sincerely,

Tammy Doles-Roberts
CEO