

## Wondering about your stimulus payment? – Learn about eAlerts, social distancing banking solutions and more!

Dear Valued Member,

With the “Stay Home, Stay Safe” order now extended to April 30 and stimulus payments coming very soon, we are sharing our 24/7/365 convenient, easy-to-use, safe and secure social distancing banking solutions that you can use from the comfort of your home – online or from any mobile device.

### **eAlerts**

Are you wondering when your stimulus payment will be direct deposited into your BlueOx Credit Union account? Sign up for our free ACH Deposit eAlerts via Online Banking. Watch our [“how-to” video](#) to learn how to subscribe today. This will allow you to receive a notice by email, text message or Online Banking message center, that you have received an automatic direct deposit into your account. No need to make a call, stop by or even log into Online Banking to find out when your funds have been deposited. [eAlerts](#) are a simple way to keep track of your finances and you can also set up alerts to notify you: 1) when an automatic payment has been withdrawn from your account, 2) about account balances (above or below a certain amount) and 3) when your loan payments are coming due.

### **Mobile Deposit**

If, by chance, you are receiving a paper check stimulus payment, you can easily and securely deposit this check or any other paper check with our free [Mobile Deposit](#) service within our [Mobile Banking App](#), without ever having to visit a branch. Simply download the BlueOx Credit Union free app from the App Store or Google Play. In the app you’ll select Move Money from the main menu, then Deposit Check and register as a new user. Once you are approved you will be notified via email and you can start using it immediately.

### **Additional Social Distancing Banking Options**

Be sure to check out our other free and secure social distancing [digital banking](#) options, including [online banking](#) and [phone banking](#), where you can check balances, transfer money, pay bills, make loan payments, apply for a loan, deposit checks, manage cards and much more. For first-time [online banking enrollment](#), please use your member number and social security number. As always, you can access your account by [ATM or Night Deposit Box](#) and our Contact Center is available to serve your financial needs at **(800) 648-8035**, Monday through Friday from 9 a.m. to 5 p.m. by [telephone, text or live chat](#).

**SOCIAL DISTANCING BANKING SOLUTIONS**

	Drive-Thru/ Night Deposit*	Mobile App	Online	ATM	Phone
Chat with Us					
Deposit Checks					
Transfer Money					
Pay Bills					
Make Payments					
Skip-a-Payment					
Pay Anyone					
Card Control Locks/Alerts					
Apply for a Loan					
Order Checks					
Deposit/Withdraw Cash**					
View eStatements					

\*No cash withdrawals, transfers or chat in the night deposit. \*\*Withdrawals only via ATM

**BlueOx Contact Center • (800) 648-8035**  
**Monday - Friday 9 a.m. to 5 p.m.**  
**Drive-Thru Hours: M - TH 9 a.m. to 5 p.m. • F 9 a.m. to 5:30 p.m.**

**BlueOXcu.org**



**BLUEOX**  
CREDIT UNION  
YOUR SOLID FINANCIAL PARTNER

**Financial Relief Assistance**

If you find yourself experiencing financial hardship due to the impacts of the coronavirus, please know that we are in this together and BlueOx is here to help. We understand that each member’s situation is unique, so we have numerous options that you can choose from and our team members are ready to provide guidance and explore options that may help ease the financial impact of an unexpected income disruption. Apply for an [Emergency Relief Loan](#), [Skip-a-Payment](#) on a current loan, opt for [90-Day No Pay on new and refinanced Auto and Motorcycle Loans](#) and explore [GreenPath Financial Wellness](#) for free financial counseling and debt management plans. For more information, visit [COVID-19 Financial Relief Assistance](#).

**Protect Yourself**

We'd also like to remind you to be cautious of online fraudsters as they often take advantage of people in times of uncertainty. As our valued member, we want to provide you with [information](#) and helpful [security tips](#) from the Federal Trade Commission (FTC) and World Health Organization (WHO) that you can use to protect your personal information.

**Resources**

- [Center for Disease Control and Prevention](#) (CDC)
- [World Health Organization](#) (WHO)
- [State of Michigan](#) Coronavirus

Thank you for your continued trust in BlueOx Credit Union, as well as your flexibility and patience during this challenging time as we adapt and provide creative solutions to serve your financial needs. We will continue to closely monitor COVID-19 and keep our members informed via [BlueOXcu.org](#), email and social media. We apologize for any inconvenience as we continue efforts to protect the health and wellness of our members, employees and communities. Your Credit Union is strong. Your savings are safe. We will get through this together...we always do!

Please be well and thank you for your valued membership!

Fran Godfrey  
CEO