

Dear Member,

BlueOx Credit Union's top priority is the health and wellness of our members and employees. As we continue to monitor reports of the potential impact of the Coronavirus (COVID-19), we want to assure you that BlueOx Credit Union is here to serve your financial needs. Our branches and contact center remain open to serve you without interruption.

We also remain open to serve you remotely through [online banking](#) and the BlueOx CU [mobile app](#). You can use either option to check balances, make payments, transfer funds, view transactions or deposit checks. If you haven't created an account in online banking, we encourage you to [enroll today](#) using your member number and Social Security number for first-time enrollment. If you have any questions, please give us a call at (800) 648-8035.

What BlueOx Credit Union is doing:

- Our team is closely monitoring the situation and has an agile response plan in place. In addition, review and execution of existing preparedness and business continuity plans have occurred.
- We are closely monitoring the information provided by the Center for Disease Control and Prevention (CDC) and local authorities. Employees have been encouraged to familiarize themselves with the information and follow CDC directives, when applicable.
- We have increased our cleaning standards and have distributed additional hand sanitizer and gloves throughout the organization for use by members and employees.
- We have encouraged our employees to continue to monitor their health and have created direct communication channels for sharing any issues or potential exposure concerns.

What you can do:

- Use electronic channels and drive thru as much as possible.
- Wash your hands often with soap and water for at least 20 seconds.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Cover your nose and mouth if you must cough or sneeze.
- Stay home if you are sick and avoid close contact with others.
- Review the CDC's resources to stay informed.

Resources:

- [Centers for Disease Control and Prevention information](#)
- [Travel Information](#)
- [State of Michigan Coronavirus](#)
- [Account access](#)
- [Contact us](#)

If you or your family have been impacted by COVID-19, and need financial support, we're here to help. We understand that the scope of impact may include areas outside of your control and our team members are ready to provide financial guidance and discuss solutions that may be available to you.

Thank you for being a member and thank you for doing your part by taking the recommended steps listed above.

Sincerely,

Fran Godfrey
CEO
BlueOx Credit Union