



Dear Valued Member,

We are pleased to announce that we are preparing a plan to welcome you back into our lobbies early this spring. The plan includes different phases that will carefully reopen our branches while ensuring the well-being and safety of our members, employees and communities.

The first phase begins with the reopening of our Battle Creek and Portage Branches on **March 1*** and Jackson Branch on **March 8*** in accordance to federal, state and local government guidelines and recommendations. We are also excited to unveil a new, enhanced service experience coming **June 1.*** Read below for all the details and stay tuned to your email, BlueOXcu.org and our social media sites for future communications and more information coming soon.

*Dates are tentative and subject to change.

coming soon – a new, enhanced service experience



getting to know the BlueOx iTellers

As part of our on-going commitment to enhancing the member experience, as well as providing additional choices that fit your lifestyle, BlueOx Credit Union is excited to announce a new, easy-to-use banking technology coming early this summer, beginning with our Battle Creek Branch. Interactive Teller Machines (ITMs) or iTellers are innovative and interactive “I do my own banking” ATM machines with a personal touch. They provide face-to-face assistance from a knowledgeable iTeller specialist using live video chat technology – all the convenience of an ATM with the personal service of a live teller PLUS more convenience and functionality! Picture an ATM that comes to life, much like Skype, FaceTime or Zoom.

8 reasons you will love iTeller!

1. Quick, easy transactions – No deposit slips or payment coupons needed
2. Private, personal live assistance – Touch the screen and speak with a BlueOx iTeller specialist
3. More functionality – Take care of more business beyond standard ATM transactions
4. Social distancing – There’s no person-to-person contact as it’s all done completely digitally through video, which allows you to stay safe
5. Simple to use – The ease of an ATM with personalized service and hospitality
6. Security – A safe and secure way to do your banking
7. Drive or walk-up convenience
8. Check images on receipts

For your knowledge, education and convenience, we have prepared a comprehensive list of frequently asked questions regarding our new iTellers. Click below to learn more.

[Frequently Asked Questions](#)

our commitment to you - what to expect when we re-open lobbies

social distancing

We require our employees and members to maintain proper social distancing while inside our branches. Each lobby has markings on the floors to help indicate the appropriate amount of distance that should be kept between each other. We will also limit the number of members allowed in our branches at one time.

protective equipment

Our team will be wearing protective equipment for your protection and ours. Face coverings are required when entering our branches. If you do not have a face mask on hand, we will provide you with one. We also have plexiglass barriers at every station to help prevent potential respiratory droplets from being exchanged by employees and members.

hand sanitizing stations

Each branch has a hand sanitizer dispenser available for use.

cleaning and sanitization

Every branch has been provided with cleaning supplies to keep our branches properly sanitized throughout the day.

community items

We have removed all items that are shared between members. This includes water coolers, Keurig machines, coin machines, magazines, brochures, tables and chairs. Our restrooms will be locked and limited to by request only, while sanitizing after every use.

heightened security

We recognize that facial coverings come with additional risk and we have educated our staff on the best robbery prevention practices.

As a reminder, we continue to highly encourage you to practice social distancing by utilizing our [Digital Banking](#) options, including [Online Banking](#), [Mobile App](#), [Mobile Deposit](#) and [Phone Banking](#). 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](#). Also, our drive-thrus remain open Monday through Thursday, 9 a.m. to 5 p.m. and Friday, 9 a.m. to 5:30 p.m. in Albion, Battle Creek, Coldwater, Jackson and Sterling Heights.

Thank you for your business and continued trust in BlueOx Credit Union. Your Credit Union is strong. Your savings are safe. **#TrustYourCreditUnion**

Please be well and thank you for your valued membership!

Steve Cobb
President/Chief Executive Officer



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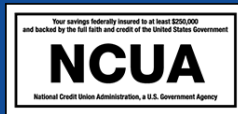


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