



Dear Valued Member,

We are pleased to announce that BlueOx Credit Union is now moving into the second phase of our lobby reopening plans.

The second phase begins with the reopening of our Sterling Heights Branch on **March 15*** and Albion Branch on **March 22*** in accordance to federal, state and local government guidelines and recommendations.

As a reminder, the first phase began with the reopening of our Battle Creek and Portage Branches on **March 1** and Jackson Branch on **March 3**. Please check your email or visit: BlueOXcu.org/news-and-events, to stay up-to-date with our reopening plans.

*Dates are tentative and subject to change.

Our Commitment to You - What to Expect When We Reopen 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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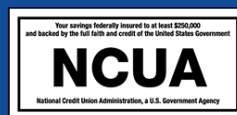


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