

COVID-19 Update - Important Member Announcement

Dear [MEMBER'S NAME],

Due to staffing changes impacted during this time as a result of the pandemic, our Jackson Branch is temporarily closed today, **Wednesday, November 11**. Please visit our Albion location for the nearest BlueOx in-branch or drive-thru service, or Shared Branching services are available at Aeroquip Credit Union in Jackson at 901 Plymouth Street or 501 Laurence Avenue until 5 p.m.

Additionally, due to the recent increase and risk of the coronavirus in our communities, and for the safety and wellness of our members and employees, effective **Thursday, November 12**, BlueOx Credit Union will remain open by drive-thru only Monday through Thursday, 9 a.m. to 5 p.m. and Friday, 9 a.m. to 5:30 p.m. in all locations except Portage. Please note that our lobbies will be accessible by [appointment](#) only for critical needs that cannot be served electronically.

We highly encourage you to continue practicing social distancing by utilizing our [Digital Banking](#) options, including [Online Banking](#), [Mobile App](#), [Mobile Deposit](#) 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. Additionally, [ATM and Night Deposit Box](#) service is provided at all branches 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](#).

Thank you for your flexibility and patience as we respond to the latest COVID-19 updates and provide creative and diverse solutions to serve your financial needs. We will continue to closely monitor the situation and keep our members informed of any further updates via: blueoxcu.org/news-and-events, email and social media. We apologize for any inconvenience as we continue efforts to protect the health and safety of our members, employees and communities.

Thank you for your membership and continued trust in BlueOx Credit Union. Your Credit Union is strong. Your savings are safe. We will get through this together...we always do! **#TrustYourCreditUnion**

Please be well and thank you for your valued membership!

Fran Godfrey
CEO



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