

# Announcing Our Lobby Re-Opening Plans

## Important Member Announcement

Dear [MEMBER'S NAME],

BlueOx Credit Union is now moving into the Phase Five of our lobby re-opening plans and we are excited to announce that our Battle Creek Branch lobby will be open to serve you on **Monday, October 5**. Although the stay-at-home order has been lifted, we are still operating in accordance to federal, state and local government guidelines and recommendations.

As a reminder, all BlueOx branch lobbies will now be open as of October 5. Please check your email or visit: [blueoxcu.org/news-and-events](https://blueoxcu.org/news-and-events), to stay up-to-date with our re-opening plans.

## What to Expect When You Visit



### Social Distancing

We are requiring 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 are also limiting the number of members allowed in our branches at one time.



### Protective Equipment

Our team is wearing protective equipment for our protection and yours. In compliance with the Governor's Executive Order 2020-147, we require members to also wear a face covering when entering our branches. If you do not have a face mask on hand, we will provide you with one. We have also installed plexiglass barriers at every station to help prevent potential respiratory droplets from being exchanged by employees and members.



### Hand Sanitizing Stations

Each branch has hand sanitizer available for use.



### Cleaning

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



### Removal of 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, etc. We also have our restrooms 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.

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](#). And 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 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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