

# Drive-Thru Only

NFFCU Members,

There is no higher priority for our entire NFFCU family than the health and safety of our members, staff, and neighbors. We have been closely monitoring the evolving situation surrounding the Coronavirus (COVID-19) and continue to follow guidance from National, Regional, State and Local Authorities.

In light of Franklin County declaring a state of emergency as well as news of local businesses, schools and a reduction in state employees, **we have made the difficult decision to close our branches to in-person business only effective Wednesday, March 18th, 2020.** This means that our lobby will be closed to the public; however, we are still open via our drive-thru as well as offering alternative ways to conduct transactions.

Please carefully read the below information regarding our daily operations that we have developed to ensure that you can continue to access cash, our products and services as well as the NFFCU staff you may need assistance from.

We sincerely apologize for any inconvenience that this may cause, but we are acting in the best interest of our staff, members, and the local community we serve. Please know that we continue to be here for you and help in any way we can during this incredibly stressful time. We thank you for your patience and understanding as we work through this temporary pandemic.

## Malone Branch Information:

We want to help limit the amount of contact for everyone; however, still continue to serve our members and so each branch will perform their daily operations a little differently for the safety of our staff and our members. Please see below:

- Our 2 drive-thru lanes will remain open: - Mon – Fri, 9:00am – 5:00pm and Sat 8:30am – 12:00pm.
- We will not be limiting transactions to only deposits or withdrawals. Please know that drive-thru canisters will be cleaned after every transaction.
- Night drop-off located outside in the ATM lane is available 24-7 for deposits or other paperwork drop-off.
  - o \*Will be checked multiple times per day.\*
- We will be checking our mail daily for any payments/deposits mailed to us.
- We will be only accepting rolled coin through the 1<sup>st</sup> drive-thru lane.

## Communication:

- Please know that our NFFCU staff will still be working and available to you should you need assistance. You can contact us via the following channels:

### Phone

Malone Branch - 518-483-8668

Audio Response – 518-483-3416

### Social Media Messaging

\*Facebook\* - Responses within 24 hours.

## Account Access:

- Our eServices are fully operational and available to you 24/7 for convenient access

### Online/Mobile Banking

Transactions, pay bills, transfers & deposit checks.

### eStatements

View monthly statements.

### Bill Pay

Pay your bills online

### Shared ATMs

Look for one of the free 30,000+ CoOp ATM's

## Lending

- If you are in need of a loan, please visit us at [northfranklinfcu.org](http://northfranklinfcu.org) and use our online loan application to submit your request or email [cbombard@northfranklinfcu.org](mailto:cbombard@northfranklinfcu.org) or [tmulverhill@northfranklinfcu.org](mailto:tmulverhill@northfranklinfcu.org) for an application.
- If you need to close on a loan in process, the Loan Officer working with you, will be in touch to arrange for in-person closing by appointment only.
- If you are experiencing financial hardship due to closing of your employment or for other reasons relating to the Coronavirus (COVID-19), we will be offering our members the option to make interest only payments. You may also contact our Lenders at (518) 483-8668 to work out a payment arrangement.