

June 9, 2020

Dear Members,

Since we first began responding and adapting to COVID-19 in March, North Franklin Federal Credit Union has let care drive our decision-making: care for our members, care for our community, and care for our team.

On June 15, we will begin the transition to opening our lobby back up. For the safety of our members and staff, we will be limiting the number of members that may be inside at any given time. There will be an employee at the door to greet incomers and monitor the lobby to be certain we are adhering to the NYS Department of Health and CDC Guidelines.

Masks will be mandatory in our lobby and sneeze guards will be set up at each member service window and in member-facing offices. We have placed plexiglass between each station at the frontline for members safety. Stanchions will be in the lobby to encourage social distancing. Our deep cleaning processes and sanitizing between members will continue. Hand sanitizer will be available to members.

We will be adding additional signage and communications regarding social distancing in the lobby. Lobby chairs will be distanced six feet apart to ensure social distancing. We will have sanitized pens for members use. Shortened hours will be discontinued, and we will resume normal business hours.

We appreciate everyone's patience and understanding as we move towards reopening your Credit Union. Please continue to monitor our website and social media platforms for ongoing updates. Should you have any additional questions, please call us at (518) 483-8668.

Warm wishes,

A handwritten signature in black ink, appearing to read "D. Childs". The signature is fluid and cursive, with a large initial "D" and a long, sweeping tail.

Darin Childs
Chief Executive Officer