

## Message from BEFCU's CEO- March 16, 2020

Folks,

Bourns Employees Federal Credit Union is closely monitoring information and reports about the Coronavirus (COVID-19) from the Centers for Disease Control (CDC), World Health Organization (WHO), California state health officials, and local community health and governmental agencies to ensure that our actions are aligned with the latest recommendations.

We recognize the impact COVID-19 has had and continues to have on our members and our friends, families, and local communities at large; we also are aware of the uncertainty this health issue is having on everyone.

As a result, BEFCU has taken, and will continue to implement as necessary, a number of precautionary measures to ensure the health and safety of our members and staff.

At this time, we are maintaining normal business hours. Branches will remain open and continue with the normal operating hours (see website for hours of operation).

Branches are cleaned and sanitized regularly as part of our normal course of business. We have increased these efforts by continuously disinfecting surfaces that are frequent points of contact throughout the day.

We have advised our employees to limit close contact with others—that means we'll be greeting you with a wave instead of handshake for a while!

Remember you can access your account anytime, anywhere through the following:

- Sprig: BEFCU's mobile app or online at [getsprig.com](https://getsprig.com) (see website for more information)
- Online banking: 24/7 from your desktop, laptop, or mobile device at [www.bournscu.coop](http://www.bournscu.coop)
- Automated account information 24/7 by calling (800) 841-4123
- Any one of 30,000 free CO-OP ATMs, locations easily accessible on our website ([click here to find a location](#)).

We hope you and your family remain safe and healthy. We are committed to helping all get through this. Please remember that you can do your part by:

- Visiting CDC.gov site regularly to stay in touch with the latest information.
- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home if you are not feeling well, particularly if you have a cough, fever or shortness of breath.
- Cover your mouth and nose with a tissue when you cough or sneeze, then throw the tissue in the trash and wash your hands.

Our website is the best place to find the most current information, including any changes or service interruptions that may affect members.

BEFCU wishes the best to you and your family. Be Safe. And, if you need anything from your Credit Union, please call us at 1-877-426-8767, Option 2.

Thank you