



**Bay Credit Union**™  
*Your Community Credit Union*

## COVID-19 Update

The board of directors, management and staff of Bay Credit Union want to assure our members that safety and security are our highest priorities, especially during the current and evolving conditions related to the COVID-19 Coronavirus. Bay Credit Union is closely monitoring and following existing and developing guidelines issued by the Centers for Disease Control and Prevention (CDC), and we encourage each of our members to do the same at [www.cdc.gov](http://www.cdc.gov).

We understand that access to your account(s) is important and we will continue to provide high quality member service during this rapidly evolving event. While our branch facilities remain open to serve you, we are working proactively to provide safe, sanitary facilities for our members by disinfecting daily. However, at this time, we encourage our members to consider accessing your accounts and completing transactions using our convenient remote methods, including:

Our 24-hour [Online Banking](#)

Our 24-hour [Mobile Banking](#)

Our 24-hour [Telephone Teller](#) at [866-728-9678](tel:866-728-9678)

Our many [surcharge-free ATM locations](#) at credit unions and retailers such as Walgreens, CVS and Target

Members are also encouraged to download the Bay Credit Union app from the Apple® App Store or Google Play™. By using the app, you can complete transactions such as depositing checks, making loan payments and transferring money internally or externally from the convenience of your mobile phone, tablet or computer. It's always a good idea to use your own pin to sign receipts, and use a hand sanitizer after retail transactions.

If you need assistance setting up any of these services or would like to speak to a Financial Services Representative, please call [850-785-6103](tel:850-785-6103) or send a secure message via our Online or Mobile Banking options.

We at Bay Credit Union want our members to rest assured that our management and staff are following health and hygiene protocols issued by the CDC, and we encourage our members to do the same to ensure the health and well-being of our Bay Credit Union family and surrounding community. The following are the most important guidelines:

- Wash your hands often with soap and water for at least 20 seconds, especially after using the bathroom, before eating, after coughing, sneezing or blowing your nose, and after touching objects or surfaces in a public place.
- Stay home when you are sick.
- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose and mouth, but if you do, disinfect or wash your hands immediately.

- Cover your cough or sneeze with a tissue, then throw the tissue in the trash and disinfect or wash your hands immediately.
- Disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Regularly clean phones and computer keyboards with technology-safe wipes.
- Note: If soap and water are not readily available to clean your hands, use an alcohol-based hand sanitizer.

Bay Credit Union encourages you to be mindful of your surroundings when in public and we wish all the best to you and your family.

Sincerely,

*Gary Bliss*

Gary Bliss  
Chairman of the Board