

Updated Coronavirus (COVID-19) Preparedness Plan for

FIRST PACE Credit Union

With the coronavirus (COVID-19) active in our area, FIRST PACE Credit Union wants to assure you we are taking measures to keep our staff and members protected during this uncertain time.

- 1. To comply with Executive Order 20-81 Face Masks will be required upon entering our office, unless you meet the exempt individual requirements. You may be asked to remove a face covering to verify your identity for lawful purposes.**
2. We continue to be open normal hours to serve our members, but please keep in mind both yours and our staffs health and safety when visiting our office. If you are uncomfortable visiting when others are present you may wait in the hallway or call us from the parking lot for service.
3. We encourage our employees and our members to practice social distancing, frequent hand washing for at least 20 seconds, avoid handshaking and to stay home when ill or if contact with a known infected person has occurred.
4. Frequent cleaning and disinfecting will be conducted in high touch areas including teller areas, lobby areas, doorknobs/handles, pens etc. We encourage visitors to wash their hands before entering the office or to use the hand sanitizer provided.
5. We will continue to monitor the situation and communicate via our website, email and in branch if any developments necessitate a change in our daily routine. Sign up for our News & Specials (link on our website) to keep abreast of any new announcements.
6. Our core processor has the ability to provide uninterrupted service and we can work remotely if necessary, with limited staff.
7. If you have been financially affected by COVID-19 we are here to help. Please contact our Loan Officer to discuss your options before you fall behind.

In addition, we want to remind you of the services available to you to conduct your credit union business electronically if you are unable to or prefer not to come into our office. Manage your accounts online or bank through our mobile app TouchBanking:

- Monitor balances/transactions
- Pay bills
- Deposit a check through mobile banking (perfect for that EIP check)
- Transfer funds between financial institutions
- Pay a friend or send a gift with a greeting
- Text banking
- Apply for a loan

Give us a call at 651-451-8495 or 651-451-8052 or email pacecreditunion@qwestoffice.net for any assistance you need.

Centers for Disease Control: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Minnesota Department of Health: <https://www.health.state.mn.us/diseases/coronavirus/index.html>

7/27/2020