

Coronavirus (COVID-19) UPDATE 1

Dear Member,

At Stark Federal Credit Union, we are committed to providing the financial services you have come to expect. With this in mind, please know that we prioritize the safety and security of our members and employees.

With the news of a Stark County resident having now tested positive for COVID-19, and the probability that more cases will soon be confirmed, we know you likely have concerns. As a result, we want you to know that your credit union is closely monitoring the situation, and we're taking guidance and recommendations from national, state and local health agencies, as well as our own operational preparedness plan to ensure business continuity while working to protect the well-being of our customers and our colleagues.

What You Can Do to Help Minimize the Spread of COVID-19

For your own peace of mind, we encourage you to follow the same precautions and steps recommended by the World Health Organization and Centers for Disease Control and Prevention. Like the flu, these are best practices to prevent the spread of illness, including:

- Avoiding handshakes and other forms of person-to-person contact if possible.
- Wash your hands often with soap and water for at least 20 seconds (as a guideline, sing "Happy Birthday" to yourself while washing). Be sure to complete the washing process by drying your hands thoroughly.
- Keep hand sanitizer with at least 60% alcohol on-hand to use following in-person interaction.
- Avoid touching your eyes, nose, and mouth when in public places.
- Clean and disinfect frequently touched objects and surfaces in your workspace and home using a regular household cleaning spray or wipe. Stark Federal Credit Union is performing this task regularly at our branch locations.

USE TECHNOLOGY:

- As always, you can access your account 24/7 using ATMs, Stark Federal Credit Union Online Banking and bill pay services, as well as our Mobile app.

STAY UP TO DATE:

- The state has created a website that is dedicated to keeping Ohioans up to date: coronavirus.ohio.gov or you can get the latest report from the CDC at [CDC.gov](https://www.cdc.gov) or our local health departments.

We will continue to monitor the situation as it evolves. If necessary, we will make changes to ensure the safety of you, our members, and our employees. We will continue to provide you with updates as needed.

Thank you for your continued loyalty. Stark Federal Credit Union values your membership and appreciates your efforts in keeping our community healthy.

Sincerely,
Nino Gemma, President & CEO
Stark Federal Credit Union