

## Coronavirus (COVID-19)- UPDATE 2

Dear Member,

Federal and State Governments continue to make changes in regards to Coronavirus (COVID-19) and Stark Federal is monitoring these adjustments daily.

Please know that we prioritize the safety and security of our members and employees. Stark Federal branches are open to serve you for the current time, but the Governor has asked that we all practice social distancing whenever possible. Here are some suggestions as it relates to your accounts at Stark Federal Credit Union:

- If you are sick, please do not come to the credit union.
- Practice good personal hygiene and cover coughs and sneezes, use hand sanitizer and wash your hands as much as possible
- Use ATMs to obtain cash as an alternative to visiting a branch.
- Use a debit card or write a check in lieu of cash.
- Access your account online using Stark Federal Credit Union Online Banking and bill pay services, as well as our Mobile app. For help with either you can always call 330-493-8325.
- Use our drive-up lanes instead of entering a branch.
- Any customers facing financial hardships as a result of COVID-19 should contact the credit union to discuss their individual situation.
- Be wary of criminals who prey on crisis situations to defraud others. Stay on the lookout for suspicious price gouging, phishing attacks, fake websites, etc.

Stark Federal is following recommendations 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:

- 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.
- 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 two times 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.
- If you are sick, stay home.

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