



## **UPDATED URGENT INFORMATION**

March 27, 2020

Dear Valued Member,

We appreciate the trust you have placed in us to handle your financial needs and we recognize the role we play in providing an essential service to our community. Along with a growing number of businesses across the state, we have activated our pandemic plan in accordance with our standard business continuity practices, due to the spread of the coronavirus. Our plan provides for the ongoing health and safety of our employees, members, and community partners while ensuring seamless service operations, as well as compliance with governmental regulations and public health guidance. As a proactive, precautionary measure, we have implemented the following control measures designed to minimize the risk of impact to our services:

### **Service Continuity**

It is out of an abundance of caution, and for the safety and well-being of Rutgers Federal Credit Union employees and members, that Rutgers Federal Credit Union branches are temporarily closed. We will reopen our Busch branch as soon as possible with service available at our drive-thru. For members that need in-person assistance from a Member Service Representative or a Loan Officer, please call (732) 932-7645 to speak with one of our representatives. The credit union is operational and ready to assist with members' banking needs. Aside from calling us, please communicate with us via email at [Loans@rutgersfcu.org](mailto:Loans@rutgersfcu.org) or [Info@rutgersfcu.org](mailto:Info@rutgersfcu.org). We are operational remotely and are here to assist you!

We encourage all of our members to access their banking accounts from home 24/7 using our online or mobile banking platforms. You can view your account balances and account history including recent debit card transactions and electronic deposits, like your paycheck. You can also pay bills, transfer funds between accounts, apply for a loan or open additional accounts. Using these secure digital services, you can conduct most of your banking business from the comfort and safety of your home environment.

Take advantage of Rutgers Federal Credit Union's ATM Network and the over 30,000 [Co-op Network ATMs nationwide](#). These FREE ATMs are available at most 7-Eleven and WAWA stores. You can click on the Co-op Network ATM link above to locate an ATM closest to you.

Deposits can be made using our Mobile App, Mobiliti. Mobiliti can be downloaded on your smartphone or tablet. Deposits can also be made at an ATM machine that accepts deposits with the accel or Co-op logo.

### **Support for Affected Members**

If you have been impacted by Covid-19 and need our support, please call or email us to discuss your circumstances so that we can learn how to best assist you.

We are thinking of you, your families, and your respective co-workers. We will continue to monitor the public health emergency and will be implementing additional measures to support our members, employees, and communities as the needs arise. Thank you for your continued trust in Rutgers Federal Credit Union. We look forward to getting through this together and serving you for years to come.

All the best,

Marie Holowka  
President & CEO  
mholowka@rutgersfcu.org