

## **North Memorial Federal Credit Union Return to Normal Hours and Operations June 15th**

June 10th, 2020

As the Governor talks about "turning the dial" and opening the economy, we too must prepare to "turn the dial" toward normal operations. We are pleased to announce both our Robbinsdale and Maple Grove office will return to their normal operating hours effective Monday June 15<sup>th</sup>.

We still **STRONGLY ENCOURAGE** you to utilize online banking or other electronic methods of service, as wait times may be extended and access to some services will be limited for the time being. Access to our hospital branch office remains difficult with many of the hospital doors locked with badge only access. We still advise you to call ahead and in many cases, we may be able to save you the trip.

**Office Hours:** The Robbinsdale lobby will be return to 8:30am-4:30pm hours with the exception of Wednesday, when the hours are 10am-4:30pm and Payday Friday, when the hours are 7am-5pm. Maple Grove lobby hours are 9am-5pm and drive thru will be open 8am-5pm for your convenience, with the exception of Wednesday hours which are 10am-5pm for both.

**Transaction Guidance:** The teller lines in both offices will be open for cash transactions, debit card or check issues, loan and VISA payments, notary and all other standard service transactions. New account and loan officer office areas will remain closed at this time. New accounts and loan applications and/or closings will continue to be completed online or by appointment only. Please do not access office areas when in the Robbinsdale lobby or without an appointment in Maple Grove.

**Safety Procedures Reminder:** As we move forward in this new environment, we want to reassure you that our top priority remains the same, the health, safety and well-being of you and our team. We will continue to follow all the requirements set forth by health care organizations and our local government, and are ready to adapt as required.

We will continue to place the highest priority on health and safety by following these safety measures: adhering to strict social distancing zones and limiting the number of members to FIVE members at a given time, multiple hand sanitizer stations are at teller line and on the wall, continue to clean all work spaces throughout the day, Plexiglas partitions in lobbies and office areas where social distancing is 6 feet or less, face coverings will be strongly encouraged to be worn by employees when serving and meeting with you and we will strongly encourage you, our members, to wear face coverings when visiting our branches as well. These practices will provide peace of mind and assist in keeping everyone safe.

Before entering the lobby, please self-assess and read guidance on door regarding procedures to access lobby. Ensure the first social distancing marker is vacant before entering, if it is not- you must wait outside. Upon entering, please "foam in" using hand sanitizer and lower your face mask if you are wearing one for security camera and employee identification. Do not replace your face mask until greeted by a Member Service Representative. Please observe social distance as marked on floor. Upon completion of your transaction, please "foam out" using hand sanitizer. Finally, if you do not have official credit union business, please refrain from entering our lobby. Snacks, refreshments and giveaways will not be available until further notice.

We look forward to seeing and serving you soon

Sincerely,

Dana Garrett President/CEO