

North Memorial Federal Credit Union Robbinsdale Lobby Reopening June 1st

May 27, 2020

As we continue to prepare for the reopening of our Robbinsdale lobby to serve our valued members, we wanted to communicate key changes in how we are able to serve you in this new environment. **IMPORTANT NOTE:** Our Maple Grove lobby will remain closed but drive thru access is still available and may be faster and easier. We will communicate Maple Grove lobby reopening plans at a later date.

We also **STRONGLY ENCOURAGE** you to continue to use 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 office is not easy and many of the hospital doors remain locked with badge only access. You may want to call ahead and in many cases, we may be able to save you the trip.

Office Hours: The Robbinsdale lobby will be open from **9:30am-2pm ONLY**. We will have limited appointments outside of these hours for extreme needs. Please call to speak with a Member Service Representative if you need to make an appointment. Also, please note the Maple Grove drive thru is open 8am-5pm for your convenience, with the exception of Wednesday hours which are 10am-5pm.

Transaction Guidance: The teller line in Robbinsdale will be open for cash transactions, debit card or check issues, loan and VISA payments, notary and other basic transactions. All other office areas will remain closed. 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.

Safety Procedures: 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 don't 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