

An Update from the President/CEO

Dear Valued Member

The global coronavirus pandemic is affecting the way that we live, work, and connect with our friends and families. In unprecedented times like these, it's hard not to notice how connected we all are. When businesses are abruptly disrupted, it impacts all of us and the actions that we individually take will greatly impact the recovery of businesses and our shared economy. We are in this together and I'd like to share what we are doing at 1st University Credit Union to help ensure the health, safety, and wellbeing of our members and our team.

OUR MEMBERS

Some of our members have reached out to us wanting to know how they can access their money and accounts without visiting their credit union branch. 1st University Credit Union offers internet banking via the website, a mobile app, account access via our CO-OP Shared Branching program, and remember we are available 24/7 hours a day when you call the number and use our call center. Resetting your online password can be done from 8:30a.m. to 5:30p.m. Monday to Friday.

If you currently do not have the app, please visit the Play Store or App Store and download the 1st University Credit Union App. If you do not wish to use the app, you can access your account securely with a computer at www.culink.net. We have ATM's across the nation that can be located using the ATM CO-OP Locator App available on the Play Store or App Store. If you find you would like assistance with these various digital options, don't hesitate to contact our team at 254-752-2797.

OUR TEAM

While we're encouraging our team to prioritize the health and safety of their families and communities, we do not anticipate any disruption in our ability to serve you and your financial needs throughout this crisis. With that being said, we remain open for business, and will continue to meet your financial needs whether it be a personal loan or mortgage home equity loans. As the facts surround the coronavirus rapidly develop and change, we are continually monitoring the situation.

I value your feedback. If you have any questions, or ideas on how we can help you, please reach out to a Member Service Representative at businesscontinuity@culink.net.

Sincerely,



Gary D. Parker

President/CEO

1st University Credit Union

www.culink.net

254-752-2797 877-377-2797

03.2020 COVID-19 Update

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