



Connected Credit Union responds to COVID-19

Connected Credit Union is committed to assisting our community with efforts to prevent potential exposure to the Coronavirus. Maintaining the well-being of our staff and members is of our utmost concern, while still providing our members with the financial services they have come to rely upon from their credit union. It is extremely important for us to reassure all members that your credit union continues to be very safe and secure and we're doing everything in our power to provide services to our members. Recommendations from the Center for Disease Control and the State of Maine are those dictating our actions in response to maintaining social distancing. With these thoughts in mind, please note the following:

The following services will remain available:

- **Drive Up Window:** We have 3 Drive Up lanes and multiple staff members ready to serve you. Please use any and all lanes to minimize wait times. Our Hours are 8:30 a.m. until 4:30 P.M.
- **Night Deposit:** We have a night deposit box as you approach the 1st drive up lane. We will check it at 8 am, 11 am and 4 pm daily to process your deposits until further notice.
- **Remote Services:** Home Banking, Mobile Banking, Electronic Bill Pay and Remote Deposit Capability are available anytime. You can self-enroll using our website at www.connectedcreditunion.org.
- **Loan Services:** Apply online 24/7 and a loan officer will contact you by phone. Loans can be closed electronically without even having to come to the office. **If you wish to make an appointment please call your local branch – Augusta (207) 623-3857 or Winslow (207) 872-2636.**
- **ATM:** Our ATM network allows you to use an ATM anywhere in Maine, surcharge-free wherever you see the SURF logo
 - ATM locations for Connected Credit Union:**
 - 85 Civic Center Drive, Augusta
 - 40 Pierce Drive, Augusta (CATC/Cony Campus)
 - 12 Monument Street, Winslow
- **CATC Branch Closing:** Due to the closing of all Augusta Schools, we have temporarily suspended services at our school branch until further notice.

We are doing all we can to prevent the spread of this virus and have taken extra precautions to protect the health and well-being of both our members and staff, including asking our staff members to stay home if they are sick. Others will be working from home as their needs require. Equally as important, is your cooperation in limiting face to face contact. Remember our digital services are available 24/7.

We are taking this proactive approach out of an abundance of caution. For additional information, please visit <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>.

We encourage you to visit our website regularly as this situation evolves. Additional updates will be posted to keep you informed. We appreciate your assistance and understanding as we all work together during these challenging times.