



Important Update Regarding COVID-19

At Autotruck, the health and wellness of our members and employees is our top priority. We understand the growing health concern and uncertainty surrounding coronavirus (COVID-19). Our hearts go out to all those who have been impacted.

We want to assure you that we have plans in place to prevent service interruptions. You will continue to have access to accounts even if the virus causes disruptions to lobby operations at any of our locations.

Although we keep our offices clean on a normal basis, we are taking extra precautions by making sure all areas are sanitized and as clean as possible. If employees become ill with specific symptoms, they will be asked to stay home. We take this matter seriously and are taking every step possible to stay ahead of any issues and maintain service to our members.

Although we are open and ready to take care of your financial needs, we do understand that many of you are wanting to take precautions and may be staying close to home. We encourage you to take advantage of online services available to you, such as our web site, online banking, mobile banking with our App and Bill Pay. These services allow you to check balances, view transactions, make payments, find an ATM, apply for a loan and more. It's fast, easy and available 24/7 from anywhere. Electronic loan closings mean that most of our loans may now be closed without an actual visit to the credit union. This is something we started offering, with our new Autotruck Lending Experience, a few months ago to save members time and money.

Life keeps moving even during uncertain times, and we want you to know that at Autotruck, we are here for you. We will continue to monitor this situation, and will communicate any important updates as the need arises. In the meantime, know that Autotruck remains deeply committed to being available and responsive to your financial needs.

March 13, 2020

Federally insured by NCUA.

