** COVID-19 UPDATE**

IMPORTANT INFORMATION

To Our Valued Members,

United Local Credit Union values all our members and are committed to making the health and well-being of you and your families a priority.

In order to ensure the health and safety of our members and employees, we have made the difficult decision of restricting in person access at this time. *Accommodations will be made for our disabled members* 

**AS OF 03/18/2020 OUR LOBBIES ARE NO LONGER BE OPEN TO THE PUBLIC.**

***AS OF MONDAY MARCH 23RD OUR DRIVE THRU AND MEMBER SERVICE CALL CENTER WILL OBSERVE NEW LIMITED HOURS UNTIL TUESDAY MARCH 31ST***

DRIVE THRU AND THE MEMBER SERVICE CALL CENTER WILL BE OPEN FROM 8:30am to 12:00pm.

DRIVE THRU OFFERS FULL MEMBER SERVICES INCLUDING CASH WITHDRAWALS, DEPOSITS, PAYMENTS, TRANSFERS, MONEY ORDERS AND OFFICIAL CHECKS.

This is due to staffing issues and to support the CDC’s and the City of Fresno’s recommendation for social distancing, which will help protect both members and staff.

The 24-hour phone support for Debit and Credit Card Fraud monitoring will remain in place, as well as the 24-hour debit decline assistance line. They can be reached at:

Fraud Department 1-800-417-4592  
Lost/Stolen 1-800-682-6075  
Debit/Credit Decline Assistance 1-888-526-0404

In-house loan processing will be done on an appointment only basis. 

We strongly recommend using remote services whenever possible. Online Banking, Mobile Banking and Audio Response Services are always available. With the Mobile App you can check your account history, pay bills, transfer funds and make mobile deposits all from home!

We apologize for any inconvenience and appreciate your patience and understanding during this time.

Sincerely,

United Local Credit Union