

IMPORTANT MEMBER MESSAGE CORONAVIRUS (COVID-19)

3/23/2020

Memorial Credit Union is closely monitoring the evolving situation regarding the Coronavirus (COVID-19). We are dealing with an issue of immense magnitude and our hearts go out to all who have been affected. Looking out for our members and employees is our top priority and we are doing everything we can to protect your best interests and ensure you have access to the financial services you need. We are taking necessary precautions and are following the established guidelines recommended by the CDC, <https://www.cdc.gov/>, Federal, State and local authorities.

Given the current and growing concerns regarding the Coronavirus (COVID-19), we are reducing our face to face services in an effort to do our part to keep staff and members as safe as possible.

EFFECTIVE MONDAY, MARCH 23, 2020 and until further notice, all Memorial Credit Union lobbies WILL BE CLOSED TO MEMBERS.

- Drive -Thru will remain open during regular business hours 7AM-6PM with expanded services at 7500 Beechnut Houston, TX 77074.
- Call Center representatives will be available via phone and email during regular business hours and remain fully operational.
- Loan Officers/Member Service representatives will be available via phone and email during regular business hours and remain fully operational.
- Apply for and close loans remotely.
- MCU Online, MCU Mobile, Bill Pay, and Remote Deposit available 24/7.
- Debit and Credit Card services remain available 24/7.
- ATM's remain 24/7 operational.
- Frequent cleaning of the drive-thru canisters, ATM's, and equipment that involve high touch activity.
- If you have an urgent matter, please contact us and we will do everything we possibly can to accommodate your request and address your needs.

Thank you for your understanding in this difficult and challenging time. Continued updates to branch operations will be communicated on our website www.memorialcu.org

