



### COVID-19 Update: In Branch Service Discontinuance

At Hudson Heritage Credit Union, our top priority is always safety and security of both our employees and our members. As we move through these unprecedented times, we must take unprecedented measures to reduce the risk of exposure to COVID-19. In order to protect you and our employees we have discontinued our in-branch service throughout our branch network **effective Thursday, March 19th**. Our branch drive-up windows (where available – please refer to our homepage COVID-19 link for branch listings and available drive-up locations), ATMs, online banking methods, and Member Solution Center will still remain open during these times. Please note we will offer limited in-branch service for loans and debit card replacement; please contact the Member Solution Center for more information at 845-561-5607 or visit our web page, [www.hhfcu.org/coronavirus](http://www.hhfcu.org/coronavirus) for organizational updates and information during this time.

We strongly encourage you to use our robust electronic services including online banking, mobile banking (including remote deposit capture) and telephone banking, which are available to you 7 days a week and 24 hours a day. As always, please reach out to us if you need assistance setting up these services or need help completing an electronic transaction. Online banking can be accessed by going to our website – [hhfcu.org](http://hhfcu.org) and clicking on “Online Banking LOGIN” in the top right hand side of the screen.

Please be aware that if you need to call us, hold times are longer than normal due to increased call volume. We ask for your patience and we will speak with you as soon as we can.

We remain hopeful that the current actions we all are taking will have positive effects on the health of those around us and we look forward to being able to open our branch doors again in the near future. We will continue to update you on the situation and any actions the credit union is taking related to this health crisis.

Have a safe and healthy day.

Sincerely,

A handwritten signature in black ink that reads "Michael Ciriello".

Michael Ciriello  
President/CEO

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HUDSON HERITAGE CREDIT UNION

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