



COVID-19 Update

As we continue to monitor National, State and Local developments in the COVID-19 pandemic, we ask for your patience and pledge to do our best to serve you as promptly as possible when contacting the credit union. Please know that we intend to continue providing many services at our branch locations however; access may become limited based on business, staffing needs and/or mandates from various governmental authorities.

As always the health, safety and well-being of our employees, members and communities is of paramount concern. Before using a branch, we encourage you to first consider all digital options for account access, including Online/Mobile Banking, Electronic Bill Pay, Direct Deposit of funds and ATM's. If you would like to contact us, you may reach us via email or live chat through our website, by sending us a secure message through our online/mobile banking or by calling us at (845) 561-5607. Please recognize however you may experience longer-than-average wait times in the current environment.

If you need to visit a location, we strongly encourage you to first consider the use of the drive-thru teller (if available) to limit exposure. If you must come inside, please practice CDC recommended health guidelines to help prevent the spread of illnesses. For more details, please visit the [CDC website](#).

As we work through this unprecedented time, please know that we are here for you and will continue to adapt as we move forward. **We also ask all of our members to be aware of increasing fraud schemes during these tumultuous times.** Malicious emails, texts and phone calls are on the rise and it is easy to fall prey to scams when under stress and/or turmoil. Remember we will never ask you for your account, debit or credit card numbers or other personal information. (We already have all of this information on file.)

We will provide further updates on any service change(s) that might be necessary or required as we move forward. Please continue to look for current updates on our website at <https://www.hhfcu.org/coronavirus>.

Sincerely,

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

Michael Ciriello
President/CEO

HUDSON HERITAGE CREDIT UNION

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