

# **IMPORTANT INFORMATION FOR OUR MEMBERS**

## **WE ARE PREPARED AND READY TO HELP!!!**

As the complexities of the coronavirus (COVID-19) continues to develop, our staff is ready to support your financial needs, and we will continue to provide access to our products and services that are important to you.

PROMOTING HEALTH AND SAFETY FOR EVERYONE, ALONG WITH YOUR FINANCIAL DESTINY

Credit Unions believe in people helping people - - so we care about your health and safety.

We are taking steps to minimize health risks to our employees and members, including sanitizing our offices daily.

Our website will let you check our hours of operations along with many online services so that you don't have to leave your home. We have a full range of financial products, from opening an account to getting one of our many loans. WE ARE LENDING, WE ARE HELPING. You can also contact our Call Center for personalized help Monday through Friday, from 9:00 AM to 4:00 PM.

We understand our members may have difficult times ahead, and may be impacted by the COVID-19 illness. If you need additional assistance, please contact us and let us know, (312) 236-2326. Your Credit Union, CMECU, is here to serve YOU and help you.

We will continue to operate safely and effectively at each of our three locations, and will keep our members informed if any changes need to be taken through our website.

You are an important member of our family, that's why we are offering many online services so you can transact your financial business from a distance – see below.

## **WE ARE AVAILABLE:**

- The ability to speak to a Credit Union employee (an actual person).
- Direct Deposit, which allows members to have part or all of their payroll deposited directly into their CMECU accounts each pay period through the Automated Clearing House (ACH).
- Online Membership Application that allows qualified applicants to join the Credit Union and current members to open new accounts using their computers and smart phones.
- Online Loan Application that allows CMECU members to use their smart phones or computers to apply for loans.
- CMECU members can now access their accounts at other financial institutions.
- Call Centers, which allow members to call and talk to CMECU employees about their accounts or Credit Union products and services.

- Computer Access by Telephone allows members to do transactions and/or file maintenance through their telephones by calling the special MACU number (800-760-6328).
- Home Banking allows members to use their computers to access and manage their CMECU accounts for inquiries, transactions, file maintenance, bill pay, card controls, open secondary savings accounts, apply for a loan, and other options. Potential members also have the ability to apply for membership on [www.cmecuonline.org](http://www.cmecuonline.org).
- Mobile Banking (the CMECU Mobile App) allows members to use their cell phones to access and manage their CMECU accounts for inquiries, transactions, file maintenance, bill pay, apply for a loan, and other options.
- Our CMECU Cards App allows members to set up real-time card transaction alerts for when their VISA debit or credit cards or card numbers are used. Alerts can be received via e-mail, text or push notifications. This App can be downloaded for free from the appropriate APP Store.
- Members with smart phones can add their CMECU VISA debit and/or credit cards as well as other participating bank cards in Samsung Pay and Apple Pay. These virtual wallets allow our members the ability to “tap and pay” at participating merchants, using their phones instead of their plastic cards. With all of these online and digital mobile products and services it’s easy to see how quick and simple it is to do business with CMECU. Check out our website at [www.cmecuonline.org](http://www.cmecuonline.org), or call (312)236-2326 to join or for more information.
- Alerts can be set up on your account(s) for your protection through our home or mobile banking.

## **IF YOU NEED US, WE ARE HERE FOR YOU.**

We are going through challenging times but as I said, your credit union is here to help. If you have questions, if you need advice, call us. Finally, if you have been negatively impacted by illness due to the Coronavirus, and need additional help or assistance related to your account or loan, please contact us. We will share information regarding the Coronavirus and how we will continue to operate safely and effectively.

I want to personally thank you for being a valued member, and for your trust. Together we will get through it.

Take care,

Peter Tzortzakis

CMECU President and CEO