



As we continue to monitor developments regarding the Coronavirus, AmeriChoice recognizes that some of our members may be negatively affected by impacts of this global outbreak. As always, our focus is the safety and well-being of our members, employees and the communities we serve, and our thoughts are with those who have been impacted. To that end, we stand ready to work with those experiencing financial difficulty as a result, and we are taking the necessary steps to avoid potential disruptions of service to our members.

Financial Assistance is Available

AmeriChoice is prepared to offer assistance, as needed, to impacted members through a range of measures. As a current member of AmeriChoice, should you encounter hardship as a result of the Coronavirus, please call us at 800-240-4364 (8 a.m. - 4:30 p.m. ET Monday - Friday; 9 a.m. - 2 p.m. ET Saturday). If you are having financial difficulties and are in need of access to emergency funds, or are having a difficult time making payments on your AmeriChoice loan or VISA, please reach out immediately.

24/7 Access to Funds

AmeriChoice has many tools and resources for self-service banking and 24/7 account access through our mobile, online and voice banking services. Through these channels, you can check balances, transfer funds, deposit checks, pay bills or find the nearest ATM. Members can complete skip-a-pay and new loan applications for AmeriChoice loans in online banking and on their mobile app. If you are not enrolled in Online or Mobile Banking and you need assistance with the process, please visit <https://www.americhoice.org/benefits/online-services/> or a branch or call us during business hours.

We are Prepared

In addition to helping members navigate potential financial hardships, we also have contingency plans in place that are designed to prevent member service disruptions. These include remote access capabilities and continuity plans for critical operations.

Further, as part of our ongoing efforts to protect the health of our employees and members from the potential impacts of the Coronavirus, AmeriChoice has provided additional cleaning and sanitizing measures in our branches, as well as hand sanitizers in branches for members at all check writing stations. We also continue to share health and wellness information, including prevention tips from the Centers for Disease Control (cdc.gov), with employees.

First and foremost, our focus is on serving you. While it is impossible to predict the spread of the Coronavirus and fully understand its impact, we can assure you that we have the people, technology, and tools to maintain the financial well being of all our members.

Sincerely,

Anna May Nauss
President/CEO, AmeriChoice Federal Credit Union

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