



Thank you for being a valued member.

Earlier this week, city and county health officials confirmed three cases of COVID-19 in Cuyahoga County. At FFCCU our top priority is the safety of our teammates and members. As concerns about the virus grow, we are following the guidelines from the Centers for Disease Control and Prevention (CDC) and taking appropriate precautions. This means understanding how it affects our teammates and members and then making the necessary adjustments to ensure business continuity while keeping everyone safe.

With that in mind, we have made several changes in response to the threat of the COVID-19. We have made hand sanitizer readily available throughout our branches and increased the frequency of branch cleanings. Additionally, we encourage members to wash their hands (or use hand sanitizer) after using coin counters, handling money or coming in contact with any other high-touch surfaces.

There are simple preventative measures known to minimize the spread of communicable diseases. The following steps are successful in preventing the spread of flu and the common cold and can also help prevent COVID-19, including:

- Washing your hands with soap and water for at least 20 seconds.
- Avoiding touching your eyes, nose or mouth with unwashed hands
- Covering your mouth and nose with a tissue or sleeve when coughing or sneezing
- Avoiding contact with people who are sick
- Staying home if you are sick

At this time, FFCCU branches will be open during regularly schedule hours. As the public health situation changes daily, we commit to keeping you informed of any changes to our branch hours or events. If you don't feel well, or choose not to visit one of our branches, you can access your account 24/7 using ATMs, fcommunity.com or the FFCCU Mobile app. Through these channels, you can check balances, transfer funds, deposit checks or find the nearest ATM.

FFCCU recognizes that some of our members may be experiencing financial difficulty because of this global outbreak and we may be able to provide assistance. If you would like to know more, please reach out to our member contact center, via email, chat or phone and we will do what we can to assist you.

As a reminder, FFCCU will never ask you to provide your social security number, account numbers, or passwords by phone, email, or text. Our [privacy and security statement](#) offer more information on how we help protect you. If you suspect you have been a victim of fraud or if you receive a suspicious communication, please let us know at communications@ffcommunity.com

We will continue to closely monitor the situation and evaluate additional measures to support our members as needs arise.

Sincerely,

Ben Laurendeau,
President and CEO

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