



# We care about you!

The safety and health of our members  
and employees are our priority.

As a precautionary measure in response to COVID-19, we are temporarily limiting access to our lobbies for critical appointments only effective Monday, March 23<sup>rd</sup>. Please call **800.848.8255** to schedule an appointment. This is to provide the social distancing recommended by State and Federal Agencies.

**We will continue to provide FULL SERVICE banking at all drive-thru lanes as well as through our convenient mobile and online services.**

While our offices remain open with limited access, we encourage members to utilize our mobile and online tools when possible.

- Access your accounts, transfer money and pay bills 24/7 with Online or Mobile Banking.
- Deposit checks using our easy Remote Deposit app in Mobile Banking.
- Update your account details and help us stay in touch by confirming all of your contact information is current and up-to-date.

We are all in this together and we will take necessary steps to work with our affected members who are under stress with this ongoing crisis. We hope this will contribute to the strength and recovery of our communities. If you or your business has been impacted, please call us immediately at 800.848.8255 to discuss your situation.

We will continue to monitor the situation as it progresses and share important resources as they become available. Below are some which can be valuable for up to date information:

- [www.cdc.gov](http://www.cdc.gov)
- [coronavirus.ohio.gov](http://coronavirus.ohio.gov) or 1-833-4-ASK-ODH
- <http://jfs.ohio.gov/ouio/CoronavirusAndUI.stm>. For unemployment benefit information.

Thank you for supporting the nation's efforts to protect the health of our communities during these unprecedented times. As always, our priority is to serve our members, employees and communities. We will continue to communicate information as we receive it.

Please contact us with any concerns or questions. We are here to help!

- Call: 800.848.8255
- Click: [impactcu.org](http://impactcu.org)
- Email: [memberservice@impactcu.org](mailto:memberservice@impactcu.org)