



March 14, 2020

Dear Shoreline Members:

In response to the increasing risk of COVID-19, along with Governor Evers' order to close all K-12 schools, Shoreline Credit Union is responding appropriately to ensure the safety of our employees, members, and our community.

Effective immediately, all Shoreline Credit Union branches will be open **via drive-thru** or **by appointment** only.

"Employees of Shoreline Credit Union and businesses everywhere are being forced to choose between their employer and the well-being of their family, particularly with the closure of all K-12 schools," states President/CEO Nathan Grossenbach. "We are going to make that choice easier for our employees. Employees who are able to are encouraged to work from home, to take care of their family and children, or otherwise take extra precaution to help limit the spread of COVID-19."

Please utilize as many of the following self-service methods to access your credit union accounts:

- **Cash Withdrawals:** Shoreline offers access to over 50,000 free ATM's. We will waive our portion of ATM fees when our members use out-of-network ATM's from 3/14/2020 through at least 3/31/2020.
- **Deposits:** Please utilize our mobile app to deposit checks, or our ATM's to deposit cash and/or checks.
- **Online Access:** Members should sign up and use our online banking or mobile app for 24/7 access to their accounts. We will waive all Regulation D charges (more than 6 transfers per month out of certain accounts) and phone transfer charges from 3/14/2020 through at least 3/31/2020.
- **Account Opening:** Members can open memberships and additional accounts through our website or online banking. Loan applications can be started on our website or online banking.
- **Cashier's Checks:** Cashier's Checks can be ordered via online banking. We encourage members to use this feature when possible, allowing for 3-5 business days to receive the check via USPS Mail. You may also use Bill Pay to pay utilities or other bills, or send money to friends, family, and neighbors.
- **Contacting Us:** Shoreline will increase the number of phone operators during this time at 920-482-3700. We also have increased the monitoring of emails (info@shorelinecu.org), voicemails, and our chat feature available on our website.

"All credit union employees will continue to be paid during this change. It's important to us that our employees are taken care of as we all need to focus on our family and health until this passes," says Grossenbach. "We apologize for any inconveniences this may cause you. We hope to resume our full suite of services in the near future."

Please contact us if you have an appointment already scheduled at info@shorelinecu.org or 920-482-3700. We estimate this change to be through March 28, 2020; however, we will continue to monitor COVID-19 for changes.

Nathan Grossenbach
President/CEO