

Dear Member,

CHROME Federal Credit Union is closely monitoring developments related to COVID-19 (Coronavirus), its impact on you, our community and our team. We know this is a difficult time for many and we are committed to supporting our members.

Here's how we can help:

- Rest assured your deposits will be available as expected and payments will continue to be processed as normal.
- We are reducing or eliminating our already minimal fees.
- For borrowers that need help with their payments we have a number of options available. Some of these include the ability to skip a payment at no charge or to make interest and escrow-only payments. To discuss options that may be available for your loan or credit card, call 724.228.2030.
- Encourage you to utilize our Online Banking, Mobile App, Mobile Deposit and Bill Pay services to manage your finances from the safety of your home. Visit [chromefcu.org](http://chromefcu.org) and download the mobile app from the iPhone App or Google Play Store.
- Increasing our cleaning and sanitization practices in all locations.

Effective Friday, March 20, our branch operations will be modified for the protection of both our members and our team:

- **Washington Branch @ 45 Griffith Ave Washington, PA**
  - Drive-thru open M - F 9:00 AM - 6:00 PM, Saturday 9:00 AM - 12:00 PM
  - Night-drop box available for deposits and payments.
  - Lobby will be closed.
- **Racetrack Road Branch @ 440 Racetrack Road Washington, PA**
  - ATM available 24/7
  - Night-drop box available for deposits and payments.
  - Lobby will be closed.
- **Wexford Branch @ 2601 Wexford - Bayne Road Sewickley, PA**
  - Night-drop box is available for deposits and payments.
  - Lobby will be closed.

As we move through this unprecedented time, CHROME is prepared to adapt to rapidly changing environments. All updates will be communicated quickly and through multiple channels including email, our website ([www.chromefcu.org](http://www.chromefcu.org)) and social media such as Facebook, LinkedIn, Twitter and Instagram.

Our CHROME Care member service team will continue to be available 24/7 by calling 724.228.2030 or emailing [care@chromefcu.org](mailto:care@chromefcu.org). We are happy to assist with any questions or concerns you may have, including assistance with your online and mobile access.

As a member of CHROME Federal Credit Union, our purpose is to serve you, our member owners. If you have any questions please do not hesitate to reach out to us.

Thank you for being part of our CHROME family. Your support matters to us as a small, local business and we remain committed to providing you exceptional service.

*Bob*

Robert Flanyak  
President & CEO