Due to growing concerns over COVID-19 (the coronavirus) across the world and our three-state region, I wanted to offer comfort and support on behalf of Visions Federal Credit Union.

My team has taken proactive steps to maintain a safe environment to protect the health of you, our employees, and all who visit our offices.

In an effort to reduce the transmission of the virus, all employees have been asked to stay home when they’re sick, practice frequent hand washing in a proper fashion, cover their mouth when sneezing or coughing, and use approved alcohol-based sanitizers. We hope that you will, too.

You may notice them deflecting a handshake or pulling back from personal contact – please take no offense. It is for our safety and yours to create a distance of three feet or more when interacting. Don’t worry, their warm smiles and helpful attitude have not been packed away.

Please be assured that our cleaning services are providing appropriate cleaning with chemicals meant to inhibit the spread of communicable disease.

We also want to ensure the continuity of business operations and access to your accounts. The credit union has a business continuity and disaster recovery plan for any and all situations and circumstances. At this time, our branches and Contact Center remain open for regular business hours.

If you’re unable to visit a branch, or choose not to, I encourage you to use the following channels for account access:

- Utilize online or mobile banking
- Visit your nearest ATM
- Call our Contact Center at 800.242.2120

Products available to you today and everyday like online bill pay, credit and debit cards, mobile wallets, and all the features in online or mobile banking can help you bank remotely.

Keep in mind that we offer a no application fee skip-a-payment option on many of our loans if your income has been impacted and making a loan payment presents a challenge. You can access this feature within online and mobile banking, or give our Contact Center a call. You are also welcome to apply within your nearest branch.

Thank you for your understanding during this trying time in our community and economy. I encourage you to monitor our website and social media channels for updates.

We are actively monitoring all updates on COVID-19 from the Centers for Disease Control and other sources. We are confident that we will continue to adapt and serve you.

For additional information about COVID-19 (the coronavirus), please visit the Centers for Disease Control at cdc.gov, or your local health department website.

Thank you for your trust and continued partnership in our cooperative. I wish all the best for you and your loved ones. Stay healthy. Stay safe. Visions Cares.

Sincerely,
Ty Muse, President/CEO
Visions Federal Credit Union