From: **(Insert your credit union, CEO or CU member name)**

Subject Option 1: Still focused on serving you

Subject Option 2: Our focus is on your financial needs/stability/security during these uncertain times (this crisis)

Subject Option 3: Coronavirus COVID-19 Readiness (Update)

Subject Option 4: Your money is safe and insured

**(Insert your credit union logo or header here. Header graphics should be   
between 600-700 pixels wide, usually 100-200 pixels high.)**

Dear member,

**We are still here to help you**

You and your family may be worried about the coronavirus disease (COVID-19), but the leadership at (*your credit union name*) want you to know we are here for you as we always have been. Your deposits are safe and insured. We’re not going anywhere, because at its core, our credit union is not a building or a business, it’s people unified for a common goal.

**Your money is safe and insured**

There are a lot of things to worry about these days, but the safety of your money in your credit union isn’t one of them.  Your money is safe, and your accounts are fully insured by the National Credit Union Share Insurance Fund (NCUSIF) up to $250,000.  There is no risk to keeping money in your account, but there are countless risks to holding cash.

COVID-19 has cancelled, postponed, and slowed down much of American life, but the nation’s financial system operations are still strong. You can meet nearly all of your financial needs without leaving your home. If you do not have it on your mobile phone, now is a good time to download our app (*link to app*) or sign up for online access visit at our website (*link to website*). (*feel free to provide additional information about ATM and phone options).* You can transfer and deposit money, and pay bills through your debit card, credit card, or electronic transfer.

If you’ve been impacted by this pandemic, our staff is dedicated to working with and helping you through these uncertain times. Now, more than ever, we are here to support our members. (*feel free to describe any specific measure or programs you are now offering and contact information)*

**Use caution and minimize social interaction**

Health professionals say if you must leave your house use an abundance of caution and minimize social interactions. If you need to visit one of our branches (*provide latest updates on hours or inform members if they are closed)*, ATMs and drive-through lanes are a great option to access your cash.

**We’re here if you need any additional assistance**

If you want to learn more about COVID-19, visit the [CDC's resource center](https://e.chase.com/T/v400000170d06f9e21a6791bf4bbcfb648/9227b33f757f4bce0000021ef3a0bcc7/9227b33f-757f-4bce-ad47-7d65a9c0369f?__dU__=v0G4RBKTXg2Gt2dz4tEDEgM0S7hb84hN7V&__F__=v0fUYvjHMDjRPMSh3tviDHXIoXcPxvDgUUCCPvXMWoX_0JoZLAZABQF-TLYC-MJcxLzp46yb_xANWvjZtYVlqRDGxMHDmMYUCiNQ--FVadeLT2OviS_jBKqrSEWejcKq6k2Mph2jubqrR6Z-t-OpOgnUTvzkYwJp7ZPuLohvcOTaf_JrzdV6m59hiCn59TaOaHxi38qTo1e0rA9lGB3MI0THIRabKXfFECI5uvfFzt1RBUfoijRegy6zzCEKk86tTzBVLA2FCRKyGik_4CIf_GxRdxNS1SpjNV_G4R1bQoh_4mNWT8-mQQFA==) or our state health department website (link to website for your state). Please take care of yourself and those around you and do not hesitate to contact us for any assistance. (*Provide link to your website or phone number information*)

Sincerely,

**(Insert your credit union, CEO or CU member name)**