



****IMPORTANT UPDATE:** *(June 29, 2020)*

As Illinois continues its phased opening approach, we here at CTCU are doing the same to ensure the health and safety of our staff and members. Beginning June 29, CTCU lobbies will be open with restrictions. Lobbies will open with a limited amount of members at once. There will be no waiting area at this time so we ask for your patience during this transition. Appointments are suggested for member service transactions. Our drive-ups, night drops and digital products will continue to be available. We appreciate your patience as we all work to keep a healthy environment.

Safety Precautions Being Taken at CTCU:

1. Masks will be required to be worn by all staff and members entering building.
2. You may be asked to remove your mask upon entering the building for security purposes.
3. Limited amount of members allowed in the CU at once.
4. We have installed germ guards and all areas will be cleaned and sanitized after each appointment and/or transaction.
5. Drinking fountains and coffee service is not available.

*******(June 1, 2020)*

As Illinois continues its phased opening approach, we here at CTCU are doing the same to ensure the health and safety of our staff and members. Beginning June 1, CTCU lobbies will be open by appointment only. Same great service, just by appointment only. Our drive-ups, night drops and digital products will continue to be available. If you need to schedule an appointment, call 847-662-2050. We appreciate your patience as we all work to keep a healthy environment.

Safety Precautions Being Taken at CTCU:

1. Members should call from cell or drive up and wait in their cars until called in for appointment.
2. No extra family will be allowed during appointment, only necessary signers.
3. Masks will be required to be worn by all staff and members entering building.
4. You may be asked to remove your mask upon entering the building for security purposes.
5. We have installed germ guards and all areas will be cleaned and sanitized after each appointment.

*******(March 19, 2020)*

To ensure the safety of our staff and members our **lobbies are closed March 20 until further notice**. Our drive ups will remain open during regular business hours as well as our 24 hour ATM's and night drops.

Drive Up Hours: M-Th: 7:30am – 6pm | Fri: 7:30am – 7pm | Sat: 8am – Noon

Chat & Phone Support Hours: M-Th: 9am – 5pm | Fri: 9am – 6pm | Sat: 8am – Noon

Digital solutions are available through online banking and our mobile application, which will allow members to view statements, transfer money, deposit checks remotely, sign documents remotely and pay bills.

****A Message to our valued Members:** *(March 16, 2020)*

At Community Trust Credit Union, the health and wellbeing of our members, staff and communities is our top priority. We acknowledge and understand the concerns with the coronavirus (COVID-19) and are committed to being responsive to the changing needs of our members and staff during these uncertain times.

We encourage you to use our digital tools for your banking needs, including, home banking, mobile banking, bill pay, and remote deposit capture product. In addition, please update your email in our home banking system so you can take advantage of our remote signing capabilities and email receipts. All these products allow you to manage your accounts remotely while avoiding what can be longer than normal wait and call times during these uncertain times. If you haven't enrolled in these services, it is a quick and easy process that you can complete right from your computer or mobile phone.

In our offices we have increased our sanitizing practices and have made hand sanitizer available to all staff and members in the locations. We ask that all employees that are ill stay home and take care of their health and we ask the same of our members. Again, the health, safety and well-being of our membership and staff are our main concern. We continue to monitor the situation and are here to assist our members as needed.

For additional information about COVID-19, visit the Centers for Disease Control and Prevention at [cdc.gov](https://www.cdc.gov).