

HOW NORRISTOWN BELL CREDIT UNION (NBCU) IS PREPARED AS MONTGOMERY COUNTY OPERATES IN GREEN PHASE:

Governor Wolf has provided guidance for operating in **Coronavirus green phase** for Montgomery County. NBCU would like to reassure you that the health, safety and service of our members and staff are always our top priority. As such, NBCU has updated our business continuity plan and is taking precautions to comply with the Governor's guidance. **At this time, wear a mask before entering our office. Immediately upon entering, please use the sanitation station. If due to health reasons, you are unable to wear a mask, prior to driving to the office, please call the office at 610-275-8440 and you will be served through our drop slot. NBCU remains committed to serving our membership in the safest way possible.**

What NBCU is doing:

- We continually disinfect our office, including all door handles, countertops and our drop slot.
- Our staff uses masks while handling transactions.
- We conduct Business Continuity and Disaster Recovery exercises routinely to ensure that we can maintain successful operations and efficient member services.
- We ask those who are sick not to visit the credit union and instead call us. If absolutely necessary, we will conduct business with ill members through our drop slot, or we will mail loan related materials.
- We have installed acrylic guards at workstations and in our member booths.
- We are engaging in social distancing and when necessary, a maximum of 4 members are permitted in our lobby and one person is permitted in each member booth. Please observe and do not change the spacing for seating where provided.
- Our staff often uses hand sanitizer and washes hands thoroughly with soap and water throughout each work day.

What steps you can take to manage your Finances:

- Take advantage of our Audio Response Teller Line (ART), Home Banking, Bill Pay and our Mobile App – it is easy to check balances, make transfers, and pay bills without having to leave your home or come into our office.
- Activate eStatements if you have not already done so and reduce your exposure to mail and related risks.
- Be sure to wash your hands thoroughly with soap or use hand sanitizer if washing is not possible before and after any money transactions, including currency exchange or payments, card usage and ATM transactions.
- Members can always apply for loans remotely through our website and be sure, in all cases, we have up-to-date contact information including your cell phone number and your email address.
- Be aware that with a heightened threat of any kind, comes the increase in the potential of scams. If anyone contacts you claiming to be from any agency or financial institution and asks for any personal information, please remember to be diligent and do NOT share any account information, social security numbers, passwords, or any other personal identification details.

Below is a list of federal websites that are continuously providing updates on the current state of the Coronavirus.

.....Centers for Disease Control and Prevention – www.cdc.govWorld Health Organization – www.who.intOSHA – Safety and Health Topics – www.osha.gov

Additionally, the CDC always recommends everyday preventative actions to help prevent the spread of respiratory diseases, including:

- Avoid touching your eyes, nose, and mouth; and stay home when you are sick
- Clean and disinfect frequently touched objects and surfaces using household cleaning sprays or bleach wipes
- Avoid crowded areas and maintain a safe distance of 6 feet and particularly stay away from anyone who is coughing or sneezing
- Wash your hands often with soap and water for at least 20 seconds after using the bathroom, before eating, and after blowing your nose, coughing or sneezing
- And in accordance with Governor Wolf's directives, wear a mask when entering all business establishments and outside where social distancing is not possible

Please visit our website regularly. Keep in touch and please contact us at 610-275-8440 with any questions.

Last Updated: **6/26/2020**