



A Message From Your Democracy FCU President/CEO, Ken Cahoon

Dear Members,

At Democracy Federal Credit Union, our number one priority continues to be the health and well-being of our members, employees, and our community. We understand the concern and uncertainty you may be experiencing surrounding the coronavirus (COVID-19), and that is why we are taking increased safety precautions in all of our branches.

To practice safe social distancing, we are now operating as follows in our branches:

- **C Street Branch:** Effective March 23, our C Street Branch will be **closed** until further notice.
- **Humphrey (HHS) Branch:** Effective March 25, our Humphrey (HHS) Branch will be **closed** until further notice.
- **Silver Hill Branch (Shared Branch):** Effective March 25, Silver Hill Branch (Shared Branch): Effective March 25, we will be open by **appointment and drive-thru only**. Appointments will be limited to membership opening, and loan closings. Members may access these options during our regular business hours. To schedule an appointment, please call (703) 738-8960 or (703) 738-8961.
- **Alexandria & Philadelphia Branches:** Members may continue to visit the branch during regular business hours for full member service transactions.

We remain vigilant in our branches by implementing additional safety precautions as recommended by the Centers for Disease Control and Prevention (CDC) guidelines, and other public health authorities to disinfect our branches and ATMs to protect our members, and employees.

As always, Democracy FCU's online, mobile services, and ATMs remain available to you 24/7. You can easily **access your accounts** online by using your **Democracy FCU mobile app** from the comfort of your home. Banking online allows you to make payments, view your transaction history, check balances, locate ATMs, and more! It's an easy and fast way to manage your account as you may experience longer than usual wait times when you call in to speak to a Financial Services Specialist. It's easy to enroll in online access! **Enroll Here!**

We are committed to you. If you experience financial hardship due to the Coronavirus COVID-19, please **contact us** so that we may provide you with financial solutions to fit your needs. To expedite this process or any other solution we can help you with, we also ask that you make sure your contact information is correct in our system to include: address, email address, and primary/secondary phone numbers. You may update this information in your **online banking**.

We are doing everything that we can to ensure the health, safety, and well-being of our Democracy FCU family. We will continue to monitor the situation, and bring you updates to our services as they arise. We appreciate your flexibility and understanding through this challenging time. Please visit **DemocracyFCU.org** for the latest updates.

For additional information about COVID-19, visit **DemocracyFCU.org/covid-19** or the Centers for Disease Control and Prevention at **cdc.gov**.