

Messaging to Members

If employee of the credit union tests positive for COVID-19

<NAME OF CU> is closely monitoring the COVID-19 pandemic and working to protect our employees, members and communities from the virus.

We learned today that <an employee/# employees> working at our <BRANCH OFFICE> has tested <presumptive positive/positive> for the coronavirus COVID-19. The employee/employees last reported to work on <DATE> before seeking medical treatment.

<The employee is now in self-quarantine at home.> Our thoughts are with the employee and their family members during this time.

Please know we've implemented rigorous protocols to handle suspected cases, including identifying and notifying, as quickly as possible, those who may have had contact with the affected employee(s). We've instructed the co-workers who work in close proximity to the affected individual(s) to begin working remotely immediately. We've taken additional steps to reduce further exposure by conducting extensive cleaning of the individual's workstation and surrounding areas of the building.

We are working with health officials in this case and will continue to follow updates from public health authorities and are implementing CDC-recommended precautions including travel restrictions, remote working, and social distancing. We have enhanced our cleaning regimen and <have strictly limited access to our branch office(s)>.

We have implemented plans to minimize business disruptions and their potential impact to our employees, members and communities. During this time, we'd like to remind all members of the many remote banking options we have available.

<REITERATE YOUR CU'S PLANS FOR OFFICE CLOSURES, REMOTE BANKING OPTIONS, ETC>