

At Limestone Federal Credit Union, we hold the safety of our staff and membership in the highest regard. We are committed to supporting our members with minimal interruption of service-even in the event of a pandemic event. We would like to take this opportunity to share some details and provide some recommendations with regard to such an event.

Member Service

We have a robust online banking system paired with a mobile app that will allow members to conduct their routine transactions without entering the Credit Union. If you are not signed up for online banking, remote deposit capture, and our mobile app we encourage you to do so in the coming days. In addition, we encourage all members to make sure they have ATM or Debit Cards and know their PIN numbers to allow access to cash. If you need a PIN reminder please contact our staff for assistance. In an effort to reduce dependency on the branch we will begin refunding all ATM fees charged to members beginning Monday, March 16, 2020. This process will happen automatically at the end of each business day.

We are fully sanitizing our public areas of the branch on a daily basis and have made some improvements based on recommendations from the CDC. We have added a handwashing station to our coffee bar, this includes soap, paper towels, and instant hot water. We will still offer coffee at this station but you will need to bring your own mug 😊

We encourage our members to reduce the impact on our operations by staying home if they are sick, using remote services whenever possible to decrease unnecessary contact, and using safe hygiene practices.

Servicing

With regard to servicing members during a pandemic event; all business units are equipped with the ability to work from a remote location. As a result, if the situation warrants, we will still be available to serve members with little impact to those utilizing our remote services.

Limestone FCU is committed to providing the best service possible, knowing we have a social responsibility to reduce the impact on members and our community. If you have any questions or comments please contact us at 906-341-5866.

Jennifer C Watson
CEO