

COVID-19 Response: North Alabama Educators Credit Union

Effective March 25, 2020, our operating hours will be 10:00 AM to 3:00 PM. All office locations of North Alabama Educators Credit Union will operate by drive-thru access only. This change is due to recommendations by the Centers for Disease Control (CDC) in limiting person to person interactions that spread the highly contagious COVID-19 (Coronavirus). Our objective will be to split staff shifts to avoid possible quarantine situations for a larger group of employees. The global pandemic status has reached Alabama and our area as well with active positive cases growing at this time.

The safety of our employees and members is our primary objective. Members have multiple methods of transacting business with North Alabama Educators Credit Union. These include;

Drive Thru Access

Mobile Deposits through the CO-OP Sprig App

ATM's – Over 28,000 surcharge free ATM's are available nationwide (CO-OP Network)

Night Drop – Posted as of prior day when processed the following morning

Mail for deposits/loan payments – We will post by postmark date

MemberLink Audio Response 1-800-945-8815

CU-Online Home Banking

Online Loan Applications and Electronic Loan Documents Delivery

Our offices are still staffed and available for phone inquiries. Office numbers are;

Main Office: 256-534-2423

Main Office Loan Department: 256-533-5389

Sparkman Branch: 256-852-0408

Madison Branch: 256-722-5046

Athens Branch: 256-232-3611

Debit card daily purchase limits have been increased during this time by an additional \$1,000 per day for a total of \$2,500.00 daily. Daily ATM cash limits have been increased from \$500 daily to \$750 daily. Check withdrawals and wire requests have no changes or limitations.

Safe Deposit Box Access: Please call our main office at 256-534-2423 to schedule an appointment for access to your Safe Deposit Box. This access is available throughout our normal business hours.

Loan Assistance: Assistance will be available to anyone negatively impacted by this global pandemic situation. Please contact one of our Loan Officers if you need help on your existing loan(s) with North Alabama Educators Credit Union. Payment deferrals, payment reductions, interest rate reductions, and disaster assistance loans are available.