

WE'RE SLOWLY OPENING BACK UP *IN PHASES*

Please Read Before Entering Our Lobby

The guidelines noted below are designed for the protection of our employees, members and visitors.

- 1** Our lobby is available for teller transactions. Account service and loan transactions requiring in-person assistance are by appointment only. Call **713.986.0301** to schedule an appointment.
- 2** Transactions not requiring in-person assistance, including starting and finalizing a loan application, can be completed by calling us at **713.986.0200**.
- 3** Please do not enter the lobby if you feel sick. Return to your vehicle and call us at **713.986.0301**. We will gladly provide options to safely serve you.
- 4** We reserve the right to deny entry to anyone displaying signs of sickness. Everyone will be required to use hand sanitizer upon entry into the lobby.
- 5** **LOBBY CAPACITY:** We will limit the number of members and visitors allowed in the lobby at any time.
- 6** **HEALTH SCREENINGS:** With the exception of teller transactions, we will require you to complete a health screening questionnaire before entering the lobby.
- 7** **MASKS AND GLOVES:** Employees will likely be wearing masks and gloves. We will request that you wear a mask, and we may ask you to temporarily remove it to properly identify you.
- 8** **SOCIAL DISTANCING:** Respect social distancing by remaining 6 feet apart from others and minimize what you touch in the lobby. There are markers on the floor at the teller line indicating where you should stand. If the markers are all full, please do not enter the lobby until one is available.
- 9** **GERM SHIELDS:** Where germ shields are installed, please keep the shield between you and the employee.
- 10** Please be patient. We are taking extra effort to ensure a safe environment for our employees, members and visitors. Our more vigorous sanitizing procedures between transactions may increase the wait time.
- 11** Consider using our drive up and digital tools to help you do your banking without having to walk into the lobby. Through our mobile app, you can:
 - Make deposits
 - Check balances
 - Transfer funds
 - Review transactions
 - Make loan payments
 - Apply for loans

Already have an appointment? Scan the QR code and complete the questionnaire from your vehicle. We will call you shortly to enter the lobby.



THANK YOU FOR FOLLOWING THESE GUIDELINES