

Manager's Minutes

April 2020

Pandemic Changes

I would like to thank the membership for their patience during this trying pandemic time. We take pride in our personal service and closing lobbies to our member owners is not how we want to operate. We look forward to the time when we can again sit with you at a ballgame, greet you in church, and eat with you at our hometown eating establishments. We look forward to the time when we can close transactions with our familiar hand shake. That said, there will be changes when our lobbies reopen. Glass dividers have been added to the teller windows, spacing guidelines will be in place, and appointments will be encouraged. Safe conditions will continue to be a priority for our members and employees. On the positive side of this pandemic, our members have become more comfortable using our electronic services. Balance inquiries and transfer requests are less with members using home banking and mobile banking, deposit activity using remote capture by phone has increased reducing the need to bring the deposit in person or mail, and loan transactions have become more efficient with the use of electronic signature.

Stay positive and remember We Belong to You.

John Nevins



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