

ECU NEWS

Branch Lobbies Open for Business

To ECU members and ECU employees alike, thank you for your patience, cooperation, loyalty, and trust.

The last few weeks we've all faced tremendous change. At ECU, being your steady guide, providing you access to your funds, and helping you navigate your finances, while keeping both our employees and our members safe, has been our number one priority!

ECU branch lobbies are now open and have returned to regular business hours of 7:30 a.m. to 5:30 p.m.

Please visit www.ecu.org for more information on branch operations.

Noticeable differences:

ECU staff will wear masks and practice social distancing. We encourage members to do so as well.

We have installed shields at teller stations and MSR desks.

We ask that branch visitors be limited to those required to do the transaction.

A staff member will be at the door to assist you when you arrive at the branch.

Floor decals and signage to help you establish a six-foot safety zone.

We hope these changes make you feel safer and reinforce how much we care about keeping you, our employees, and our communities safe and healthy. Remember to visit **www.ecu.org/together** for updates and how we can assist you during these unprecedented times. You're not in this alone. That's what it means to have ECU BESIDE YOU!

– Kelly Price, ECU President & CEO

Newsletter for Members • May 31, 2020

News Briefs

Holiday Closing

Eastman Credit Union will be closed Friday, July 3 in observance of Independence Day.

Update Your Contact Information

Check with a teller or member service representative to verify your contact information is correct. Not only will this allow us to serve you better, but you can also help prevent fraud by making sure we have your current contact information on file.

ECU Shred Days

Do you have outdated, confidential documents lying around your house that you aren't sure what to do with? Then bring your personal items to Shred Day at ECU! Shred Days provide a great opportunity to reduce theft and security risks, free up some space, and get rid of old, useless files. For more details, and a full schedule, visit www.ecu.org.

**In order to accommodate all members participating, please limit your vehicle to the equivalent of four (4) banker boxes (12"x10"x15") or less.*

UPCOMING SHRED DAYS:

Saturday, June 6	8:00 a.m. – 12:00 p.m.
Wilcox branch	
Saturday, June 13	8:00 a.m. – 12:00 p.m.
State of Franklin branch	
Saturday, June 20	8:00 a.m. – 12:00 p.m.
Allandale branch	
Saturday, July 18	8:00 a.m. – 12:00 p.m.
Lee Highway branch	

**Branches will not be open for regular business during Saturday Shred Day events.*

ECU staff will wear masks and practice social distancing. We encourage members to do so as well.



Federally insured by NCUA



ECU BESIDE YOU

Contact ECU if You're Concerned About Your Finances Due to COVID-19

Helping you when times are tough is what we do! At Eastman Credit Union, the health and safety of our staff and members is at the forefront during these unprecedented times.

If you're an ECU member experiencing income loss, contact us first. We are ready to help you weather the storm. ECU also offers all members free financial wellness coaches who can help as well.

To see a full list of resources, updated business hours, and helpful tools, visit www.ecu.org/together.



Does Your Home Need a Facelift?

Fresh Paint
Updated Lighting
Shiny Appliances
New Flooring
Comfy Furniture



Let ECU help you bring it all together with one of our convenient home equity loans!

Apply online at www.ecu.org/homeequity.

Feeding NETN & SWVA Families in Need

United Way of Northeast Tennessee and Southwest Virginia Relief Fund have cited food insecurity as the #1 reported need currently in our community. As a collective response to the pandemic, the local relief fund is focusing response efforts to help feed vulnerable populations.

"Eastman Credit Union is focused on working together, with both our members and our communities, as we face these unprecedented times. Our pledge of ECU Beside You has never been greater, and feeding families in Northeast Tennessee and Southwest Virginia until they can return to work is part of that promise.

ECU is in a strong financial position to endure the unexpected, and our board of directors was glad to assist by committing \$35,000 to support needy families in our primary service area as part of a collective pandemic response. In addition, ECU is providing payment relief and other customized opportunities to assist members in need, we've extended hours, added staff to answer phones and support online chat, and provided online resources to assist members with their questions. Together, we will be stronger, and our commitment to service is always a number one priority," said Kelly Price, ECU's President and CEO.

For more information visit <https://www.uwaykpt.org>.

Mobile Banking at Its Best

Magnify Money recently announced that Eastman Credit Union's mobile banking app is among the nation's best. The 2020 tally showed ECU surpassing 108 of the nation's top 110 banks, credit unions, and internet banks.

"We are elated to receive these unsolicited results," said Kelly Price, ECU's President and CEO. Magnify Money has monitored mobile banking reviews since 2014, and ECU has ranked among the highest of the elite each year.

"Mobile banking was initially created as a convenience factor, allowing members to access their accounts from anywhere, but recent world events have necessitated the usage of this, and other similar resources, with a new level of importance. No matter the situation, our unwavering goal is to provide members the service they expect and deserve," said Price.

Members utilize ECU's mobile banking app to check balances, transfer funds, pay bills, deposit checks, review statements, open accounts, stop payments, find locations, manage card services, and more. ECU's mobile banking platform offers user friendly capabilities that are complemented by the extraordinary attention to detail provided by ECU's information technology department.

"We never settle for good enough, we are continually looking for ways to make all of our products and services better," said Price.



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For more details about ECU's products and services, visit www.ecu.org, or call 423.229.8200 or 800.999.2328.

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