

March 20 Updates

As a financial institution, Parks Heritage FCU is considered an essential service and we are here to help you.

We hope this update finds you and your family well.

Please be advised that for the health and safety of our members and employees, **effective Monday, March 23, 2020 Parks Heritage Federal Credit Union will remain open to serve you by drive-thru only** during normal business hours. Our lobby will be accessible to members by appointment only for special circumstances. You can make an appointment by calling our branch at (518) 926-4700.

We want to assure our members that your money is safe and available for you insured by the National Credit Union Administration up to at least \$250,000, we are just temporarily shifting how we serve you.

As always, you can access your account by **ATM**, by phone via our **audio response system**, through **online banking** and the **Parks Stat mobile app**.

We are available to serve you through our drive-thru lanes and by phone at (518)926-4700 from:

Mo-We 7:30 am to 4:30 pm
Thu-Fri 7:30 am to 5:30 pm
Sat. 9am-12pm

We can accommodate most **loan requests** remotely. Applications can be completed online; loan documents can be sent to you for electronic signature through DocuSign and funds can be deposit into your account once documents are signed.

If you are in need of **financial assistance** and are experiencing difficulty in making your loan payments due to temporary job and income loss because of the impact of the current health situation, please contact our Financial Solutions Specialists at (518)926-4700 for assistance.

We ask that you verify that your email address is up to date and on file with us so that we can keep you informed. We will also post updates to our website at www.parksheritagefcu.org and Facebook page.

Thank you for your understanding and support as we navigate these uncertain times.

We Care for those Who Care.