

Dear TACU Member,

Thank you for your understanding as we all adjust to our new 'normal'. We have been working to find and establish the best hygiene practices to maintain our Members' and Employees' health. We hope these changes to our current operations are an easy and successful transition. As always, TACU is committed to being responsive to your financial needs during this difficult situation. We have and always will be here for you, our members.

Our Lobby will reopen on June 1st, 2020 – Please note the following changes:

We highly encourage you to continue to use TACU's drive-thru during normal hours:

- Monday – Thursday (7:30 – 5:30)
- Friday (7:30 – 6:00)
- Saturday (8:30 – 12:30)

By Appointment Only:

- **New Deposit Accounts:** Contact us if you wish to open a new checking account, savings account or share certificate. You can also begin the process [online](#) or through your online banking portal.
- **Loan Applications:** Call TACU at 608-372-4736 to contact the Loan Department to apply for a consumer, mortgage or personal loan or email loandepartment@tacuonline.com a completed loan application. Consumer loan applications are available [here](#) and Mortgage loan applications are available [here](#).
- **Safe Deposit Boxes:** To make an appointment to access your Safe Deposit Box, call 608-372-4736.

Due to increased cleaning & disinfecting, TACU's Lobby will operate at modified hours:

- Monday – Friday (9:00 – 5:00)
- Saturday (9:00 – 12:00)

Additionally, if you intend to wear a mask inside the lobby, we ask that you momentarily remove your mask for identification and follow floor guides to stand 6 feet apart from other members and our employees.

We highly encourage you to utilize our online resources for self-service banking, electronic payments and 24/7 account access.

- **Online Banking:** 24/7 account access, check balances, transfer funds, Bill Pay, apply online to open a new checking or savings account, share certificates and loan applications. To enroll, call TACU at 608.372.4736 or log in at: <https://www.tacuonline.com/>
- **Mobile Banking:** View account balances, transaction history, transfer funds, pay bills and more. Must be enrolled in TACU Online Banking. Click [here](#) for more info.

- **Mobile Check Deposit:** Deposit checks anytime, anywhere from your mobile phone. Click [here](#) for more info.
- **Loan Payment Options:** TACU offers several loan repayment options, including making a payment from another financial institution to your TACU loan. Click [here](#) for more info.
- **24/7 Member Access Line:** Check account balances, transfer funds, search for cleared checks, deposits, get loan balances and more. Call 1-800-235-9207 for the Member Access Line. To first begin using the Member Access Line, call TACU.

Our night deposit and ATMs remain available for your use.

We are here for you.

As always, our members, community and employees are our first priority. Contact us if you are experiencing a financial hardship due to this situation. We have programs to assist you.

Protect Your Finances.

You do not need to withdraw more cash than usual - we actually do not recommend it. TACU is financially strong. Your account is the safest place for your money as TACU is insured by NCUA and backed by the full faith and credit of the US Government.

Protect Your Identity.

Scammers and fraudsters are looking to capitalize on the fear and confusion surrounding COVID-19 to prey on unsuspecting victims. Remain vigilant. Be wary of calls, texts or emails claiming to be from the government, a health care provider, the IRS, Social Security, Medicare, the police, or any financial institution that is asking for personal information or for a payment. No government agency or financial will contact you this way.

TACU continues to monitor COVID-19 developments and will continue to keep you informed throughout the duration.

If you have questions or concerns, please do not hesitate to call us at 608-372-4736.

Thank you for being a valued Member of TACU Credit Union.

Sincerely,

Team TACU