

Important update from USC Credit Union regarding COVID-19

Dear Valued Member,

March 18, 2020

In uncertain times like this, we can't help but reflect on one of the core philosophies of the credit union movement: people helping people. We demonstrate this philosophy most often through our products, services, and exceptional member experience. However, in extraordinary times like these, our commitment to helping people goes beyond any financial offerings. There is no higher priority and commitment to USC Credit Union than the health and safety of our member-owners, employees, and community. **We're in this together!**

To do our part in minimizing the spread of COVID-19, we are **temporarily closing the [Orange County Relationship Center](#) and [USC Village Branch](#) effective Thursday, March 19, 2020 until further notice**. Essential in-person assistance is currently available at our [Flower Street](#) and [Health Sciences Campus](#) branches, with increased social distancing measures in place. Of course, we will notify you if this should change.

USC Credit Union remains open for business and will continue to provide you with the best member experience possible. Impacted branch employees are working with our remote member support teams that are experiencing significant increases in volume.

Giving you access to your funds **when** and **where** you need it remains a top priority. You can bank with USCCU 24/7 in the comfort and safety of your home. Here are a variety of options to do just that:



Online Banking

Manage accounts, pay bills,



Mobile App

Enjoy online banking anytime,

transfer/send money, order checks,
access account service options,
and more



Call Center

Our Call Center is ready to help,
but please note we are
experiencing higher than normal
call volume. Thanks for your
patience.

anywhere with the added
convenience of **mobile check
deposit**



ATM Locations

Click here to see all of our 30,000
CO-OP shared ATMs and available
branch locations. We are waiving
all fees for using non-USCCU or
non-CO-OP ATMs.*



Email Us

Have a question or need
assistance? Send us an email and
our team will get back to you as
soon as possible!



Digital Wallets

Use convenient digital wallet
options to pay for goods and
services from you phone. **Click
here** to learn more.

Rest assured that USC Credit Union has the financial strength to endure these extraordinary times and that your funds remain safe and secure. All deposits are federally insured to at least \$250,000 through the National Credit Union Share Insurance Fund, regulated by the National Credit Union Administration (NCUA).

We will continue to monitor the situation closely and evaluate additional measures to support our staff, members, and communities as needs arise. Please check your emails from us and visit our **dedicated site** often.

Thank you for your patience and trust in USC Credit Union. We hope you and your family stay safe and healthy always.

Sincerely,

Tere Denison
Chief Experience Officer
USC Credit Union

USC Credit Union | *30,000 ATMs Nationwide*

Federally Insured by NCUA

Security Zone: Please verify that these are the last four digits of your member ID: XXXX

*Disclosure: The ATM operator may still impose a fee.

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Important information from USC Credit Union regarding COVID-19

Dear Valued Member,

March 12, 2020

As California continues to be impacted by the global spread of COVID-19, I want to assure you that USC Credit Union will continue operations and is here to serve your financial needs. During this rapidly evolving situation, our main priority is the health, safety, and well-being of our staff and member-owners.

As of today, there are no reported cases of the virus at USC. Our branches, operational support teams, and remote channels remain open to serve you without interruption. And while USC Credit Union welcomes members to our branches, there are other convenient ways to bank with us.

- Use [online banking](#) and the [USC Credit Union mobile app](#) to check balances, make payments, transfer funds, or deposit checks. If you haven't registered yet, we encourage you to create your account today. If you are having trouble with access, review these [tips to reset your password](#).
- You can take care of most of your banking needs via our extensive [Shared Branch and ATM network](#), including [5,000 Shared Branches](#) nationwide (80 in Southern California alone). Please take the time now to note the locations most convenient to you.

Rest assured that we have taken the necessary steps to serve you safely and securely. In addition to meeting your in-branch, online, and mobile banking needs, USC Credit Union is well prepared to help you without interruption in service. We've enhanced cleaning at our locations and added hand sanitizing stations to help keep members and the public in good health. Please visit our [site](#) for the most current updates including a more exhaustive list of our emergency operations preparations.

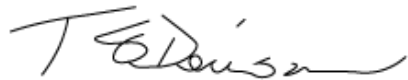
Should you or your family be impacted by COVID-19 and need financial support, we're here to help. Members of our team are ready to provide you financial

guidance and discuss any financial arrangements you may need to help you through this difficult time.

We will continue to monitor the situation closely and evaluate additional measures to support our members and community as needs arise. Please continue to check your emails from us and visit <https://www.usccreditunion.org/covid-19/> for regular updates and to submit your questions online. For additional information about COVID-19, you can find the latest report from the [CDC](#) or your local health department website. For USC related updates, please visit <https://sites.usc.edu/coronavirus/>.

Thank you for your patience and trust in USC Credit Union. Please know we are prepared to support your financial needs through these challenging times.

Sincerely,



Tere Denison

Chief Experience Officer

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