

OUR CORNER

JUNE 2020

BRANCH LOBBIES REOPENING

CCF continues to provide excellent service to our membership during this pandemic, while also protecting the health and wellness of our essential employees and members. We are opening our branch lobbies up for regular use with certain safety caveats, and we thank you in advance for your cooperation.

FINANCIAL PROGRAMS BRIDGE THE GAP

We continue to offer several financial programs to help meet financial needs during the shut down:

- **Skip-a-Pay** - Skip nearly any loan payment. No fees, no timing restrictions.
- **Lend-a-Hand Loan** - A low-rate personal loan provides quick extra cash so you can avoid putting emergency items on a high-rate credit card.
- **90 Days, No Pay** - Refinance an auto loan with no payment for 90 days, freeing up extra funds to meet unexpected expenses.

SIGNS, SANITIZING AND SOCIAL DISTANCING

1. Branches are maintaining CDC-recommended social distancing measures of at least 6 feet between those inside the branch lobbies, including staff and members.
2. Branches are requiring masks for lobby entry, when medically possible. All CCF staffers will continue to wear masks while on site.
3. Branches are limiting the number of people allowed in the branch at one time. This includes staff and members. The number of people allowed in a branch varies depending on the square footage of the branch and is posted on the door of each branch. If the lobby is at capacity, you may be asked to wait in your vehicle until there is available space.
4. Branches have installed bright blue floor decals to help members social distance while awaiting a teller's attention, and in-branch signs help direct members where to wait until they can be served.
5. For safety reasons, all coin machines are closed until further notice.
6. CCF continues to sanitize workstations between members and at the end of each day, with routine deep cleaning at each branch, as well.

Even though the branch lobbies are open, we encourage you to use them only for necessary transactions that cannot be completed remotely. For everyone's safety, please continue to use CCF's extensive Mobile, Online and drive thru services when possible to reduce contact with others.

Questions or concerns? Call the eBranch at **800-777-6728**, chat with us live on **www.CCFinancial.com** or use the **Conversations** feature in Mobile or Online Banking. Thank you for being a CCF member! We love being the credit union in your corner.



DAILY HEALTH CHECKS

Staffers do a daily health & temperature check upon arrival at any branch.



SANITIZING

Staffers sanitize their hands & work stations between members.



SOCIAL DISTANCING

Staff & members maintain a distance of 6 feet of space while in the branch.



WEARING MASKS

When medically possible, staff & members must wear a mask while in the branch.



LIMITING CAPACITY

Per the CDC's distancing guidelines, each branch has its capacity listed on the door.

BRANCH LOCATIONS

Auburn Hills Branch

Headquarters

2955 University Dr.
Auburn Hills, MI 48326

Center Line Branch

7291 Bernice Rd.
Center Line, MI 48015

Perrysburg Branch

28543 Oregon Rd.
Perrysburg, OH 43551

Royal Oak Branch

30606 Woodward Ave.
Royal Oak, MI 48073

Troy Branch

1785 Rochester Rd.
Troy, MI 48083

Troy Somerset Branch

3001 W. Big Beaver Rd.
Troy, MI 48084

Sterling Heights Branch

44911 Mound Rd.
Sterling Heights, MI 48314

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CCF CLOSED

INDEPENDENCE DAY

Saturday, July 4th



CELEBRATING ESSENTIAL WORKERS

We are so proud of our CCF essential workers who have worked diligently to make sure CCF keeps running - our tellers, loan officers, tech team, call center, operations teams and so many others. We celebrate all essential workers and recognize the great job you are doing.

We gave away gift cards on Facebook to several essential workers. Here are a few of our featured essential worker members:



Electrician
Alex M.



Sr. Care Worker
Jan W.



Mechanic
Chris S.



Nurse
Kelli G.

SOMERSET BRANCH CLOSING

It has been a pleasure serving you at our Somerset branch located at 3001 W. Big Beaver Road, however, we will be closing this location as of Saturday, August 15th.

With the recent branch expansion into Royal Oak, we've seen a shift in branch traffic and felt two branch locations within such close proximity were no longer necessary. We greatly value your relationship and hope you will let us serve you at one of our other branch locations. We will continue to look for opportunities to expand our branch network in locations that would suit our members' needs.

Your accounts and banking preferences will remain the same, and are still accessible 24/7 through Online and Mobile Banking, or by visiting our other nearby branches:

Troy Branch: 1785 Rochester Rd. or Royal Oak Branch: 30606 Woodward Ave.

If you have any questions or concerns, we are here to help. Please don't hesitate to contact us at **800-777-6728**.

ANNUAL MEETING RESULTS



Due to shutdown restrictions, CCF's Annual Meeting on April 28th was rescheduled for Tuesday, May 26th, and held digitally.

During the meeting, Tim Green and Dave Woodward both accepted nominations to the Director positions for three-year terms.

Copies of the 2019 Annual Report are available online at www.CCFinancial.com > About Us > Board of Directors.