



**Dear Member,**

We have taken precautions during the COVID pandemic to mitigate the risk of potential exposure to our members and staff. With that said, we will be limiting capacity inside the branches to allow for social distancing. Therefore, to avoid extended wait times due to limited capacity inside the lobby, we suggest the following options to you:

- Continue to use our drive-thru teller services and online services available for your convenience
- Plan to do your banking during non-peak hours for shorter wait times

If you plan on banking inside one of our branches, you will notice some of the following changes:

- **Face masks are required to be worn inside our lobbies at all times by members and staff**
- A limited number of members will be allowed inside the branch at any one time
- Floor markers will indicate where you can stand
- Plexiglas has been installed at the teller stations and portable sneeze guards are at every member service desk
- Appointments are required for non-teller transactions and other member service needs

Due to these added safeguards, wait times could be longer than usual. So, you might find the drive-thru or digital banking a faster option.

We want to thank you for your understanding as we continue to serve you and implement new practices. We are working diligently to regain full services to assist you with your financial needs. Our proactive steps during this recovery time is to ensure the health and safety of our staff and members. For assistance and answers to your questions, please call (518) 725-3191, Option 3.

Stay safe and be well!

Best regards,

Brenda Coon  
President & CEO  
First Choice Financial FCU