



*Your Lifelong Financial Partner*

April 28, 2020

Dear Members:

Just when we thought that our long winter months were over and that we would be out and about enjoying the many benefits of Spring and Summer, COVID-19 snuck in and changed our lives for the time being.

We are firmly rooted into the "Stay Safe at Home" mandate from Governor Mills and NorState continues to practice safe social distancing while conducting your financial business. Your credit union has not been hindered or slowed, in the very least, and we have adapted quickly to meet your financial needs.

We continue to personally serve you through our Drive-Up windows and tubes, as quickly and efficiently as possible. We thank you for your patience during the busy times. Rest assured that all staff is on site and doing their best to maintain business as usual.

Our hours of operation have not changed, and we are not planning on doing so, unless there are major developments in our areas. As always, the driving factor in this decision is the safety of our members and staff.

I urge you to take advantage of the various convenient products and electronic services available to you. Our e-services allow you to continue to do your financial banking, without ever leaving your home.

We can serve your every need electronically and that keeps you and your family safe. Consider using our ATMs for cash, Mobile Banking App and Online Home Banking for balance information, transfers, remote check deposits, bill payments, and your loan payments. Our lending department can handle an entire loan process electronically as well, just give us a call at 1-800-804-7555.

As you can see, we are here for you in so many ways. Your credit union remains strong and positioned to serve your financial needs.

We remain committed to you, our members, and the exceptional member service that you are accustomed to will continue.

Our Mission:

Despite the threat posed by COVID-19, NorState FCU remains committed to serving you and our communities. You are all part of our credit union family, and together we will get through this.

Be Well,

A handwritten signature in black ink that reads "Susan G. Whitehead". The signature is written in a cursive, flowing style.

Susan G. Whitehead, CEO, CCUE