



An educated choice

June 29, 2020

Dear TVTFCU Members,

I hope you and your family are healthy and doing your part to stay safe during the pandemic. I realize this is a difficult time for everyone and appreciate your patience and understanding as we prepare the credit union lobby to reopen. While many things have changed, one thing has remained the same, our commitment to serve your financial needs.

I am pleased to announce the credit union lobby will reopen three days per week, effective Wednesday, July 8th. Thereafter, the lobby will be open regular business hours Monday, Wednesday and Friday through the month of July, at which time we'll reevaluate. The drive-up window will continue to remain open during our regular business hours Monday through Saturday.

We've taken extra preventative measures and actions to protect the safety and health of both members and staff:

- If you have a positive diagnosis or presumptive diagnosis of COVID-19, have a fever or are sick, we request that you please don't come into the lobby. You can utilize our drive-up window, Virtual Branch, Mobile App, CARLA 24 Hour Phone Response System, Night Deposit Box or call us during our regular business hours at 860-253-4780 or 800-749-8305.
- Per the State of CT guidelines, facial masks will be required to enter the lobby. You may be asked to lower your mask to confirm identity.
- Lobby traffic will be limited to allow proper social distancing. Arrow and foot markers will be placed on the floor.
- Countertops, teller stations, desks, front door handles and other commonly touched surfaces will be disinfected throughout the day.
- Plexiglass shields have been installed at all teller stations and lobby desk.
- Hand sanitizer will be available for use throughout the lobby.
- You're encouraged to have checks endorsed and deposit slips completed before entering the lobby.
- Limited seating will be available in the waiting area.
- Coffee station, water cooler, magazines and kids toy area have been removed for the time being.
- Restrooms will only be available for employees.

I appreciate your continued patience as we adapt to the "new normal."

Regards,

Lori Triba
Manager/CEO

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