



A Message from Vantage West's CEO

March 13, 2020

Members:

I am reaching out to let you know how Vantage West Credit Union is working to support you, our Member-owners as the situation around novel Coronavirus (COVID-19) continues to evolve. We are doing everything we can to ensure your safety and are continuing to provide the financial services you need and have come to expect of your Credit Union.

In our day-to-day provision of financial services, the safety and security of our Members and Associates remains our highest priority. We take great pride in maintaining safe, secure, and clean facilities for your convenience and our Associate's work environments.

We are closely monitoring the guidance of the World Health Organization, the Centers for Disease Control and the Arizona Department of Health Services regarding the spread of COVID-19. Our focus is to ensure we meet our Members' needs while doing our part to keep you, our Associates, and our communities safe.

In response to COVID-19, we have implemented enhanced cleaning practices at all of our locations and made it clear to our Associates that they must stay home if they feel sick. We are prepared to act quickly should we be alerted to a suspected exposure of COVID-19 at any of our locations.

We remain committed to offering you world-class Member service. Given these unique circumstances we are making adjustments to our policies and procedures for enhancing "social distancing," adding daily deep cleaning of our locations, and taking other precautionary measures. Some of these steps may appear less welcoming than what you are accustomed. We assure you this is not intended and apologize in advance for any inconvenience.

During this period there are a few things you can do to help us serve you as you expect to be served and keep our locations safe.

- If you're feeling under the weather or have recently returned from an affected area, for the safety of everyone, we ask you to please not visit our locations until you are feeling better. The majority of your financial needs can be served through online and mobile banking, via ATMs, and by calling our Member Solutions Center.
- If you have enrolled in online banking, thank you; if not, now is an opportune time to sign up and download the Vantage West mobile banking app on your mobile device.

Vantage West is your Credit Union and we remain committed to assisting you with whatever your financial needs.

Yours truly,

Frank Trembulak
CEO