



Dear members,

We understand the growing concern surrounding coronavirus (COVID-19) across our communities, and our hearts go out to all those who've been impacted. As members, we understand you may have specific questions about how we are keeping you and our employees safe.

We appreciate our members and are committed to protecting them and continuing to deliver an excellent member experience. This means that every day, as part of our regular operations, we are disinfecting commonly used areas more often including cashier windows, check writing areas, office desks and chairs, and writing utensils. While we have always done these things, we recently have increased the frequency of cleanings. We are also providing hand sanitizer for members in our lobby as well as for our employees. In addition, we are suspending our "Popcorn Friday" until further notice.

We also continue to encourage our staff to closely monitor their health and well-being. We ask that they stay home if they or someone in their household is sick.

We also want to encourage our members to take advantage of our mobile and electronic banking options during this time as well as our drive thru.

We will continue to refer to the Centers for Disease Control and Prevention, the World Health Organization and other public health agencies to determine the safest course of action for everyone who enters our offices.

This situation continues to evolve quickly, and we will be monitoring it closely. Based on current guidance and our own standards and practices, we remain open for business and are committed to providing an excellent member experience for you.

We will continue to update our members regarding COVID-19(coronavirus) via our Facebook page and our website([www.joplinmku.com](http://www.joplinmku.com)).

Thank you for being a valued Credit Union Member