

March 23, 2020

A Message from the CEO

We all know these are difficult times. The Covid-19 virus has certainly caused some challenges and has left several of us with a significant case of anxiety. TopMark Federal Credit Union is open for business and will continue to be available to handle your financial needs.

If you are struggling with employment issues and problems due to the current environment – please call us. We can and we will work with you to help you through these times. However, we don't know, unless you notify us – please call and give us the opportunity to serve you and improve your financial lives.

I also wanted you to know what we have been doing to ensure our staff and our members stay healthy:

- We have asked our staff to be vigilant about their health – they are currently monitoring their temperatures, staying home if they are experiencing a fever/ sickness and washing their hands at every opportunity.
- We are continuing to ensure our staff practice the appropriate level of good hygiene steps-we have cleaners, hand sanitizers available and have been communicating the safe social distance requirements.
 - On Wednesday March 18, 2020 we closed our lobbies for the health of our staff and membership.
 - We have staff to handle the additional telephone interaction.
 - For those services that will require special handling – please know that we will open our lobby by appointment-but while you are there, we will ask you to maintain the mandated social distance rules and keep your interaction as quick as possible.

Should you have any questions or concerns– please call one of our branches and we will be happy to address any issue you have. TopMark's Board and Management Team continue to provide solutions to ease the financial burden and offer the reassurance you need in times like these.

- You can deposit a check, transfer money, pay bills and even obtain cash without coming into the lobbies. You can use your phone, home computer or any of our 35,000 ATMs. If you need assistance or answers to help you make these options work for you – again call us.
- **If you would like to receive our emails with up to date information, please call us.**

Your deposits are safe with TopMark Federal Credit Union. Due to our financial net worth and the capital – we are more than prepared to handle any type of crisis we face. Along with our long 57-year history of strength and security, your funds are insured up to at least \$250,000 by the Federal Government (NCUA).

Thank you for your patience – we understand that difficult times are at hand. Stay informed and visit our website and social media as we change and respond to the Covid-19 situation. We appreciate the opportunity to be your credit union and we will continue to be here for you. Thank you,

Angie Maynard

Angie Maynard, CEO

