



*count on it.*

## **Coronavirus (COVID-19) Updates**

3/24/2020

Dear Member,

As we continue to monitor the COVID-19 (Coronavirus), the health, safety and peace of mind of our members and employees is top priority.

We understand the impact this may have caused you and your families and want to assure you we are here to help. In order to provide immediate assistance, we will be skipping the next 2 payments on your unsecured and auto loans at no charge. There is nothing you need to do in order to take advantage of this opportunity.

Effective, Wednesday, March 25, 2020, we will begin limiting lobby traffic at our Almeda and Humble locations to a maximum of 10 people (excluding personnel).

Effective, Monday, March 30, 2020, we will be closing our Aldine Bender Office. All members who use our Aldine Bender Office can visit our Humble Office or our Almeda Genoa Office. We will be extending our drive-thru hours until further notice as we encourage our members to use our drive-thru as an alternative option when possible.

**Almeda Genoa Office:**

9998 Almeda Genoa Rd.  
Houston, TX 77075-2416

**Drive-Thru Hours:**

Monday - Friday: 8 AM - 5 PM  
Saturday: 9 AM - 2 PM

**Humble Office:**

19506 HWY 59 N.  
Humble, TX 77339

**Drive-Thru Hours:**

Monday - Friday: 7 AM - 5 PM  
Saturday: 9 AM - 2 PM

We strongly encourage you to call our Call Center at 713-970-6200 if you need assistance as well as use our online tools to get 24/7 access to your account, make deposits and much more!

As the situation evolves, we will continue to keep you updated as we receive additional information. Thank you for your patience as we navigate through this situation one day at a time.

Sincerely,  
Management and Board of Directors