

COVID 19 UPDATE

Effective Monday, August 3, 2020

FAMU Federal Credit Union has been monitoring the COVID19 pandemic closely. Due to significant increases in cases in Florida we will be providing service in the **lobby by appointment only** and teller transactions will be provided at the drive thru. **Our drive thru hours are 8:30 a.m. until 5:00 p.m. Monday through Friday. We will provide updated information on our [website](#) as it becomes available.**

Please contact us by email at memberservices@famufcu.com or 850-222-4541 option 1 to request an appointment or for more involved teller transactions such as official check withdrawals so we can have the transaction completed prior to your arrival at the drive thru to ensure timely service. Telephone hours are 9:00 am until 4:00 pm Monday through Friday. Please leave a message if you reach our voice mail and we will return your call.

We will continue to use contactfree services whenever possible to protect our members and our employees. From applying for a loan to depositing a check, members can conduct most FAMU FCU business **through other service channels that do not require a visit to the office.** Please continue to use contactfree options whenever possible to transaction business such as ATMs, online banking and mobile deposit as well as email and telephone contact.

The health and well-being of our members and employees remains a top priority for FAMU FCU. If you do come in for an appointment in the lobby; the experience will be different than before and we appreciate your understanding as we work through this challenging time to help everyone stay safe.

Here is what you will experience:

1. Face Masks are required for lobby entry. Full-face masks such as ski-masks, military masks or masks with sunglasses are prohibited.
2. Restrooms and water coolers will be unavailable
3. We have hand sanitizer available and request that you use it before presenting your transactions to employees.
4. Employees will be wearing masks and will service you from behind protective shields.
5. The floor will be marked to indicated traffic flow and ensure social distancing.

Member Service Assistance

Employees will be available during business hours to answer questions, after hours account information is available through MoneyLine and Home Banking.

CULIANCE ATMs – Visit any of our [ATM locations](#) where your card provides access to make deposits, withdrawals, transfers, and inquiries.

- **Home Banking** – Visit us [online](#) or [Enroll in Home Banking](#) today to perform most of the same transactions that can be conducted at our office.
- **24/7 Member Services** – Call us at [850.222.4541](tel:850.222.4541) for assistance with your accounts and other financial services. Employees will be available during business hours to answer questions, after hours account information is available through MoneyLine.
- **24-Hour MoneyLine** – Dial MoneyLine at 850-222-4541 option 5 or [850.942.9284](tel:850.942.9284) to transfer funds, authorize loan payments, perform loan advances, verify checks paid, and obtain balance information.
- **General voicemail** – Call [850.222.4541](tel:850.222.4541) option 1 to leave a message.

Our highest priority continues to be the health and well-being of our members, staff and community.