

March 13, 2020

Dear Valued Members,

As the Coronavirus (COVID-19) situation continues to grow, we want to assure you that Riverset Credit Union's focus is the safety and well-being of our customers, employees and the communities we serve, and our thoughts are with those who have been impacted. We stand ready to work with you as a result, and we are taking the necessary steps to avoid potential disruptions of service to our customers.

We also have contingency plans in place that are designed to prevent any service disruptions due to coronavirus impacts, as we do for any number of scenarios – including continuity plans for critical operations.

We also strongly recommend that you leverage all Riverset Credit Unions' available tools and resources for self-service banking and 24/7 account access through our mobile, online, and voice banking services. Through these channels, you can check balances, transfer funds, deposit checks or find the nearest ATM. Information can also be found at www.riverset.com on other online options such as Riverset CardValet, Riverset Online Bill Pay, and Overdraft Solutions. If you are not enrolled in Online or Mobile Banking and you need assistance with the process, please visit riverset.com or contact our Member Services Department at 412-488-2525 and select option 7 to speak with a representative.

The Coronavirus outbreak is a fluid situation, one that requires constant monitoring. Our goal is to remain flexible in our plans so that we can best serve our membership and the community – even as things change. For additional information about COVID-19, get the latest report from the Centers for Disease Control at cdc.gov or your local health department website. We will continue to closely monitor the situation.

We appreciate your trust in us and will continue to do everything within our power to help you navigate this uncertain time. Please know that we are here if you need us.

Thank you again for being a valued member.

Sincerely,



Christine Chojnicki
President & CEO