

June 1, 2020

Dear Valued Members,

As the Coronavirus (COVID-19) situation continues to evolve, we want to assure you that Riverset Credit Union's focus remains to be the safety and well-being of our members, employees, and the communities we serve. We will continue to work with those who have been impacted by this pandemic, and we are taking the necessary steps to avoid potential disruptions of service to our customers.

Governor Wolf has announced that the Pittsburgh Area will be moving to the GREEN PHASE on Friday, June 5, 2020. It is important that we proceed through this reopening process with caution. Let us not forget how quickly the virus spread back in March when it arrived – before proper precautions were being enforced.

We will continue to require all members and employees to wear masks while in the branch and we will continue to limit the capacity to “one-member-at-a-time” for your safety – as well as ours. Beginning on Monday, June 8, 2020 our Branch hours of operation will be Monday through Friday from 9:00 AM to 4:30 PM.

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](http://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](http://riverset.com) or contact our Member Services Department at 412-488-2525 and select option 7 to speak with a representative.

While we continue to monitor the situation, our goal is to remain flexible in our plans so that we can best serve our membership and the community. For additional information about COVID-19, get the latest report from the Centers for Disease Control at [cdc.gov](http://cdc.gov) or your local health department website.

We appreciate your continued support in Riverset Credit Union 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