



WESLA Federal Credit Union Members,

Subject: Coronavirus COVID-19 Readiness

We are here to help you

The leaders of WESLA Federal Credit Union continue to monitor the latest updates regarding coronavirus disease (COVID-19). We want to reassure you that we're here to help with any financial services you need during these difficult times. You can count on WESLA to be there.

Access to your money

The safest and easiest way to access your money 24 hours a day during this outbreak is through our online banking services. If you do not have it on your mobile phone, now is a good time to download our FREE app or sign up for online access visit at our website www.wesla.org

If you need to visit one of our branches drive thru hours are Monday-Friday 9am-4pm, our dedicated staff stands ready to help with any needs. While our lobbies are now closed, we encourage you to use the drive through or ATMs. Our branches and all other facilities are being fully sanitized, and we are following the latest public health protocols and directives to keep our employees and members safe.

If you've been financially impacted by this pandemic, our staff is prepared to discuss your options and help guide you through these uncertain times. Now, more than ever, we are here to support members like you.

Protect yourself from cyber scams

It is important to note that if we reach out to you, *we will NEVER ask for confidential information such as your name, password, personal identification number (PIN) or other account information.* You can review the Federal Trade Commission's advice for consumers to ***protect yourself from scams*** at ftc.gov

Promoting health and safety

We at WESLA are proud to be a part of your lives and are honored by the trust you place in us. We are not only thinking about your financial security, but your health as well. We are working diligently to ensure we are utilizing the best health practices during this pandemic and staying up to date on the latest protocols and recommendations from public health authorities. Our number one priority is protecting the health and safety of our employees who are here to serve you.

We're here if you need any additional assistance

If you want to learn more about COVID-19, visit cdc.gov or our state health department website ldh.la.gov. Please take care of yourself and those around you and do not hesitate to contact us for any assistance. Call Center Monday-Friday 8:30 – 4:30.

Sincerely,

The Board of Directors and CEO of WESLA Federal Credit Union