

IMPORTANT MESSAGE TO OUR MEMBERS: UPDATE ON CORONAVIRUS (COVID-19)

This page will be updated as new developments arise.

At Mountain Gem Credit Union, the safety and well-being of our members and employees is a top priority. We understand there is uncertainty surrounding the coronavirus (COVID-19) and wish to provide the following information. We are asking members and employees alike to stay at home if they're not feeling well. During this time, we remind you of our many methods of doing business with you electronically:

- Mobile app – deposit checks, review accounts, transfer funds, make loan payments, apply for loans
- Laptop or desktop – review accounts, transfer funds, make loan payments, apply for loans
- Visa Debit – point of sale purchases, cash back
- Access cash – Over 74 Surcharge free CO-OP ATM's throughout the Treasure Valley
- 24/7 Telephone Teller 866-237-6980– obtain balances, transfer funds.

If you need assistance with any of these services, please call one of our Member Service Specialists at 208-466-9455.

DEPOSITS

Your deposits are safe! All deposits up to \$250,000 (\$500,000 for joint accounts) are backed by the National Credit Union Share Insurance Fund (NCUSIF), a federal agency. You can access your deposit(s) as normal.

LOANS

Our Loan Officers are standing by and ready to help you with your lending needs! If you have any loan questions please don't hesitate to call Colt Bulot (Senior Lending Specialist) at 208-724-7057.

To apply for a loan electronically please log on to our website www.mountaingemcu.org and click the apply for loan link. You can do this via mobile or laptop/desktop.

To apply for a mortgage loan please call Justin Page (Senior Mortgage Loan Specialist) at 208-921-2497.

If you face financial hardship from the Coronavirus, we have programs in place to help! Please contact one of our Member Service Specialists at 208-466-9455.

BRANCHES

The Loan Center at 1804 N. Midland Blvd., Nampa will be open by appointment only beginning Monday, March 23rd. We are doing this to assure we have enough staff to cover the Main Branch which is open for all services.

ANNUAL MEETING

This year's election and Annual Meeting scheduled for Monday, May 4th has been postponed. We will notify you of the new date as soon as we can.

ADDITIONAL

We encourage all members to be diligent at monitoring your accounts and be mindful of the phishing scams and scare tactics that arise in these situations with the goal of obtaining your personal account information. If you receive an email or text that appears suspicious, please contact MGCU immediately.

Thank you for your membership. May you, your families and loved ones stay safe.