



TO OUR MEMBERS  
CORONAVIRUS UPDATE

March 20, 2020

As our communities feel the impact of the coronavirus pandemic, we here at H&E Telephone Federal Credit Union are taking important actions to protect all of our members and associates while also ensuring the safety and security of your money.

First and foremost, as the credit union you've come to know and trust, we have the ability to serve your financial needs in times of uncertainty. Your savings and deposits are safe and fully insured by the NCUA. H&E is a strong financial institution with the resources to meet member needs.

Currently, the Credit Union is open. However, the Sherbrooke Office Center II is closed. This means that we are here in the building with limited access. We will be receiving phone calls, faxes and emails. If you need to come to the office, you will need to be granted access. This is accomplished by following the instructions near the door and using the intercom to be buzzed in. If possible, please call before coming to notify us of your needs.

In order to protect the well-being of you and our associates we do ask that you limit coming to the office only when necessary. You can utilize some of our services and still satisfy your financial needs. Some of these items are:

1. Using your ATM card to obtain cash.
2. Wiring funds to and from your H&E account to your account in another institution.
3. Mailing in your money order or check to be deposited to your account.
4. Calling to request a check be mailed to you.
5. Calling to have a loan application, where appropriate, be mailed, faxed or emailed and you returning the completed, signed documents to us by mail.
6. Using online banking to check your balance, transfer between your own checking and savings accounts as well as send messages directly to the credit union.

Our top concern is the safety and well-being of our customers, staff and communities. We are monitoring the situation as it evolves, following government and CDC guidelines and will continue to communicate with you.

If you have any questions or concerns, please call the office. We always put our members first at H&E Telephone Federal Credit Union!

201 West Passaic Street  
Suite 304  
Rochelle Park, NJ 07662  
Tel: (201) 845-6876 • Fax: (201) 845-8792 • [www.hetelfcu.org](http://www.hetelfcu.org)