



# COLORADO CREDIT UNION

*Love where you live. Love where you bank.*

Member Newsletter

SPRING ISSUE 2020

## COLORADO CREDIT UNION IS HERE TO HELP YOU

As we all continue to navigate through the Coronavirus (COVID-19) pandemic, we are here to help. Taking care of our members is part of our mission at Colorado Credit Union. These times are challenging for all of us and some of our members may find themselves facing financial difficulties and uncertainty. Below are some of the ways we are offering relief to our members during this challenging time.

**Skip-A-Payment:** We have reactivated our Skip-A-Payment program and are offering to skip payments for up to 60 days. To learn more or to see if you qualify, please visit [www.ccu.org/skip-a-payment-2020](http://www.ccu.org/skip-a-payment-2020).

**Mortgage and Credit Card Loans:** If you are experiencing financial difficulty due to the pandemic, we are also offering programs to help aid those with Real Estate or Credit Card loans. If this applies to you, please reach out to us, as soon as possible, at 303.978.2274 to review your current situation and allow us to extend the best possible solution to you.

### Fee Relief

During this pandemic crisis, we understand that you may need access to your funds more often than usual. Therefore, we are temporarily allowing unlimited transfers from savings and money market accounts, and temporarily waiving the following fees:

- Early Withdrawal Penalties for CDs
- Holiday Club Early Withdrawal Fees
- Excessive Savings and Money Market Account Transaction Fees
  - Money Market Minimum Balance Fees
  - Premier Checking Minimum Balance Fees

## KEN-CARYL BRANCH OPENING POSTPONED

Our new Ken-Caryl branch is beautiful, and we can't wait to show it to you. However, due to concerns related to the Coronavirus outbreak, we decided to push back the grand opening until we can fully showcase all of its great features. In the meantime, we wanted to offer you a sneak peek. Because of the delayed opening, **we have moved the Annual Meeting to May 19, 2020.**

The new Ken-Caryl branch is located at 10026 W. San Juan Way. Although the branch opening is delayed, the ATM is available for deposits and withdrawals.





## NEW ONLINE AND MOBILE BANKING PLATFORM

In an effort to provide the absolute best experience for our online and mobile banking members, CCU moved to a new platform that significantly improves your online and mobile banking experience.

The new platform went live April 6. If you haven't already accessed it, simply log into online banking or access the new mobile app. To learn more, please visit: [www.ccu.org/onlineandmobilebanking](http://www.ccu.org/onlineandmobilebanking).



## Colorado Credit Union Receives 5-Star Rating

We are excited to announce that for the fifth consecutive year, CCU received a 5-Star rating by BauerFinancial. This means CCU is recognized as one of the strongest financial institutions in the country. 5-Stars is the highest rating possible and is given to institutions deemed **Superior** for strength and security.



\*The NCUA insures up to \$250,000 per depositor, per institution, per ownership category

## DON'T FALL VICTIM TO CORONAVIRUS SCAMS

From Stickley On Security: The coronavirus it doesn't just make you sick...it also can wreak havoc on your computer. Researchers at Kaspersky reported finding malicious files that will pretend to be videos or documents with information about protecting yourself against the now infamous virus that is getting far more than fifteen minutes of fame.

The malicious files come by way of email. Be very wary of opening any attachments or clicking any links, regardless of the extension unless you are 100% sure they are safe. You should know the sender and/or be expecting the link or document. If these don't apply, just don't click. For additional security updates, visit: [www.ccu.org/resources/security\\_tips\\_from\\_stickley\\_on\\_security](http://www.ccu.org/resources/security_tips_from_stickley_on_security).