



● People ♥ Passion ◆ Purpose

PROTECTING THE HEALTH AND SAFETY OF OUR TEAM AND OUR MEMBERS

An important update for our valued members,

As we all are trying to adapt during this time of uncertainty surrounding COVID-19, Diamond Lakes Federal Credit Union is taking precautionary steps to help protect our members and our employees.

Beginning Friday, March 20, 2020, we will be open and ready to serve our members from our drive-up windows at all our branches during regular business hours. However, our lobby locations at Malvern, Central and Grand will be temporarily closed until further notice.

We would like to remind you that our ATMs are always available, and we strongly recommend that you use our online, audio and mobile banking services.

Our mobile and online services include:

- Online Banking to manage your accounts, transfer funds, and more.
- Our free Mobile Banking App that can be downloaded to your smartphone.
- Mobile Deposit from our Mobile App, to deposit paper checks from your smartphone.
- Paying your bills with Online Bill Pay.
- Using your Debit Card to pay for items.
- Co-op Surcharge-free ATMs that offer an easy way to get cash.
- Our drive-up windows to promote social distancing.

Other ways we can help:

We also understand that there may be cases where members find themselves facing financial difficulties during this time. Please let us know. We are your credit union and we want to assist in any way possible.

Thank you for your patience and understanding during these unprecedented times. Feel free to call us at 501-525-6530 or 501-332-6530 or visit us online at www.diamondlakesfcu.org. I am confident that we are prepared to provide exceptional service through these hard times. Your credit union wants to assist. You are truly our people our passion and our purpose.

Warm Regards,



Tammy Passafiume, President/CEO