

A Message From Your CEO and Management

At Audubon Federal Credit Union, we care about the health and well-being of our members and staff. As concerns continue to grow, we are taking the necessary steps to operate with minimal disruption.

What will be different in the lobby?

- The serving of popcorn, coffee and water in our lobby has been temporarily suspended. This complimentary service will resume once this situation improves. The sale of candy bars has also been suspended.
- Your teller, financial service representative, or other team members who handles money may be wearing gloves.
- We have been stocked with disinfecting wipes and sprays, hand sanitizers and other disinfecting items to keep their area clean. As well as an outside cleaning agency that cleans and sanitizes twice weekly.

How will other operations of the credit union be affected?

- Senior Management is continuously monitoring the situation and meeting daily to review and update our plan as needed. This plan identifies key/critical functions within the credit union, essential personnel needed, and remote work options, should we need to implement other action plans as the situation evolves.
- Keep in mind, all ACH transactions/deposits will be business as usual.

What are my alternatives for visiting the credit union in person?

- Online banking and our mobile banking app, AFCU mobile, are available 24 hours a day. From these systems, you can check balances, make transfers, access Bill Pay and utilize our Online Loan Application process.
- We offer Prepaid Visa gift cards and Travel money cards you may want to utilize during this time.
- If you do not currently have a debit card, you might want to think about seeing us to get one ordered.
- Need to deposit a check? With our mobile check deposits, available on the AFCU mobile app, you can do this. With your phone's camera, you will take a picture of the front and back of your check, and submit. You will get a notification when the funds are available in your account.
- Our member service representatives are here and available during normal business hours. Our phone number is 270-685-3487. Staff email addresses are listed on our website if needed.
- Our ATM is available 24-hours a day.

We will make every effort to continue operations in a normal fashion, with the health and safety of you, our members, as our top priority. Please know that any actions we take during this time will be in accordance with guidelines issued from State and Local officials.