

We're here for you.

COVID-19 #STAYHOME, #STAYSAFE PLANS

Corporate Headquarters



Employee Return Policy

Employees will return to work safely following state and federal guidelines.



Conference Rooms

Video and phone conferences will take place vs. conference room in-person usage; social distancing respected.



Masks Provided

Masks are provided to all employees and worn while talking in-person or walking through public spaces.



Front Lobby Closed

We are accepting limited, approved appointments.

Retail Offices



Interactive Tellers

Live tellers, who live and work locally, provide full service to all members.



Retail Office Locations

We are currently serving our members by appointment only.



Return to Work

Employees will work remotely while we follow state and federal guidelines; a transparent plan that will be updated as needed is available at ConsumersCU.org.



Masks Required

Members and employees will be required to wear masks in all face-to-face interactions.

Financial Wellness



Budgeting

Talk with financial education professionals in advance of needs as changes occur in your life.



Prioritize Bills

Create a list of every bill due and prioritize payments. Talk with lenders if assistance is needed.



Contact Creditors

Many companies, lenders and government agencies are ready to assist their customers.



Make an Appointment

Do you have financial questions? Contact our knowledgeable @Work financial wellness team!

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2020 COVID-19 IMPACT REPORT

LOANS & PAYMENT PLANS

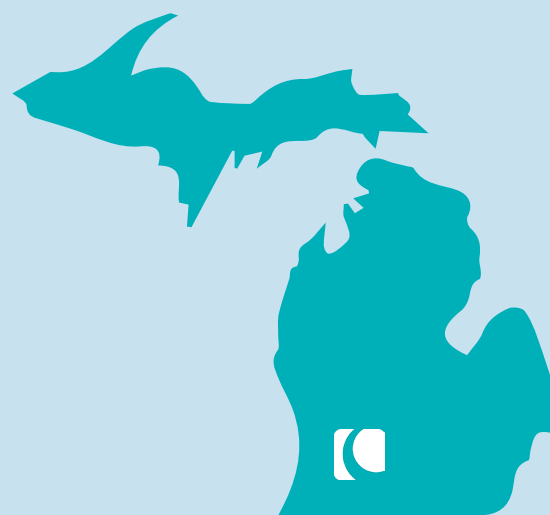
 **677** Paycheck Protection Program Loans worth more than \$**46M**

6,000 Skip a Pay Requests Granted | **200** Mortgage Deferments

LOCAL BUSINESSES

4,500+ Local West MI Jobs Saved

20K reached through #CUatLocalBusinesses and #CUatMemberBusinesses social posts promoting business members



STAFF & MEMBERS

 **1,500** Nothing Bundt Cake bundtlets delivered to frontline workers

34 Live Tellers
Local Tellers Serving Michigan

 **1,000** Masks to staff and one to every member who visits a retail location

46 Drive-thru Interactive Teller/ATM Stations

CONSUMERS COVID-SPECIFIC SITES & RESOURCES


47K+ Web Page Views


25K+ Blog Content Views


900 Podcast Listens