March 11, 2020

Dear Clearview Members,

With the CDC reports of the coronavirus (COVID-19) approaching pandemic level, it’s important for you to know the preventive measures in place and actions being taken to protect both our members and our employees.

During this time, we encourage you to easily access and manage your accounts from home 24/7 using our Online Banking and Mobile App to check balances, transfer funds, deposit checks, make loan payments, pay your bills, and more. Don’t forget to store your Clearview debit and credit card information in your mobile wallet in order to use contactless technology to pay. If you aren't already enrolled in Online Banking or haven't downloaded our Mobile App, check out the information on our website to get started. You can also conduct your business by phone with our self-service TellerPhone at any time by directly dialing 1-800-926-1188.

Our Clearview Live® video tellers are available at select financial center locations with extended hours until 7 p.m. during the week and from 9 a.m. to 2 p.m. on Saturday. In addition, our Care Center representatives are available to assist via online chat or over the phone at 1-800-926-0003 Monday-Friday from 8 a.m. to 6 p.m. and from 9 a.m. to 2 p.m. on Saturday.

If you are conducting business in one of our financial centers, know that we continue to educate all of our employees so that they are prepared, safe and aware regarding COVID-19 symptoms and recommended health safety tips. Our employees are permitted to wear gloves and masks as a precaution, not to alarm, should they so choose. Hand sanitizer is readily available to both members and employees. High touch surfaces are being disinfected regularly. We have fully scalable business continuity and pandemic plans in place.

If you've been impacted by COVID-19 and need our support, call our Care Center at 1-800-926-0003 to discuss potential solutions.

For additional information about COVID-19, get the latest report from the Centers for Disease Control at cdc.gov or your local health department website. We will continue to closely monitor the situation.

Ronald Celaschi
Clearview Federal Credit Union - President/CEO