

Information Regarding Texas Bay Operations and Coronavirus

Financial Assistance Available

Texas Bay is here for **You!**

To Our Valued Members,

With the health and safety of our members and employees in mind, Texas Bay Credit Union is continuing to closely follow the news and advisories from the Centers for Disease Control and Prevention (CDC) to ensure we are taking necessary measures to protect our staff and members. With that said, Texas Bay is here and ready to provide assistance. Our branches and call center are both fully staffed and operational.

Safeguards We're Taking

- Effective Wednesday, March 18th we will temporarily limiting our lobby traffic to a maximum of 10 members at a time.
- We've taken proactive steps to protect our members and employees at our branches. Based on recommendations from the CDC we have enhanced our cleaning procedures and other measures to limit exposure.

What You Can Do

- Access your account through our [Online Banking site](#) & [Mobile Banking app](#), which allows you to:
 - Check balances
 - Deposit checks
 - Monitor transactions
 - Make payments
 - Transfer funds
 - Pay bills
- If you haven't downloaded our latest app or set up online banking yet, we encourage you to register your account today. If you need assistance accessing your Texas Bay accounts online, email us at webmail@tbacu.org or call us at (713) 852-6700 or (800) 577-3164 today and a Financial Services Representative will help you.

Texas Bay is Here to Help

- We know that many of you have been especially impacted by workplace changes due to COVID-19. As your credit union, we are committed to helping member who may be experiencing financial hardship and have financial options available, should you need them. [Please click here to learn more.](#)

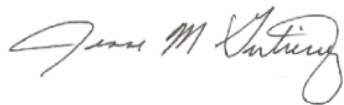
Fraud Protection

- Security measures are put in place to safeguard and protect your financial information. As a reminder, Texas Bay will never call, email, or text you and request any personal or financial information.

With all that we are facing, Texas Bay wants to remind you that your funds are always safe and secure. All deposits are federally insured up to \$250,000 through the National Credit Union Share Insurance Fund, regulated by the National Credit Union Administration (NCUA) and the excess deposit insurance protection from Excess Share Insurance (ESI) provides an additional \$250,000 of savings protection to each qualifying account.

All of us here at Texas Bay want to thank you for your membership. We appreciate your patience during this challenging time. We will continue to closely monitor COVID-19 developments and take all precautionary steps to protect you, our employees and our local community.

Sincerely,



Jesse Gutierrez
President/CEO

