

IMPORTANT NOTICE

March 20, 2020

To Our Valued Members,

With all the rapid news and changes across the nation due to the coronavirus (COVID-19), I wanted to update you on the proactive steps we are taking at Texas Bay Credit Union to serve you and your family's financial needs today and in the longer term.

Given the current and growing concerns regarding the coronavirus (COVID-19), we are expanding our support of remote member services and reducing our face to face services in an effort to do our part to keep staff and members as safe as possible.

EFFECTIVE TODAY, FRIDAY, MARCH 20, 2020, at 12PM and until further notice, Texas Bay Credit Union lobbies will not be available to non-employee, non-critical traffic.

We know you look to Texas Bay CU to provide you with access to cash and financial services in order to pay for critical needs just as you look to a grocery store to provide your family's needs. Knowing this, we feel a tremendous responsibility to you. We continue to be humbled and proud of our dedicated staff and thank you for the kindness and care you are showing them.

Although we encourage you to use electronic and remote services, we are keeping our regular hours in all of our branches to ensure we can provide you with world class service. However, due to the current events, we restricted our lobby visits to critical needs only.

To make things easier for you, we have allocated more employees to service your needs over the phone, via secured webmail, online, and mobile banking so that when you contact us, you will get a quick answer. With our advances in technology and training, most employees are currently working from home and we can address most of your needs including taking loan applications and funding loans directly to your credit union accounts over the phone and through the internet without the need for you to leave the safety of your homes.

In closing, we have been in business since 1936 and are committed today, tomorrow, and in the future to continue to be your financial institution of choice and provide you with all of your financial needs.

Thank you for your loyalty and support.

I hope you and your families remain safe and well.

Sincerely,



Jesse Gutierrez
President/CEO

Access your accounts 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.

In addition to your accounts being Federally Insured by the National Credit Union Association (NCUA) to a limit of \$250,000, Texas Bay offers Excess Share Insurance (ESI) that provides an additional \$250,000 of savings protection to each qualifying account. ESI is provided at no cost to our members.