

*****IMPORTANT MESSAGE*****

To Our Valued Members,

In response to the continued concerns about the Coronavirus (COVID-19) and public health safety, Texas Bay Credit Union is closely monitoring the situation and continuing preventative measures with our staff and facilities. Health and safety is our top priority for our members, business partners, employees and their families.

All Texas Bay branches are open and continue to provide full service. For the safety of you and our employees, cautionary measures continue to remain in place at all branches as recommended by CDC (Center for Disease Control and Prevention) www.cdc.gov. Health officials also recommend to avoid public places and large crowds. In the event you limit interaction in person, we would like to remind you of all the **FREE remote services** available for you to access your accounts and perform transactions:

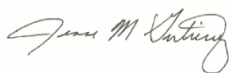
- **Interactive Teller Services** – available at select locations during hours of operation
- **Drive-Thru Services** – available at all locations
- **Texas Bay ATMs** – available outside at all branch locations
- **Allpoint ATM Network** – 55,000 locations worldwide
- **Shared Branch Services** – over 5,000 locations in the U.S.
- **Online & Mobile Banking** – view accounts & transactions, transfer funds, pay bills, etc.
- **Mobile Deposit** – available on the Mobile Banking app
- **Telephone Banking System** – Call (713) 852-6800
- **Apple Pay, Google Pay, & Samsung Pay** – securely use your Texas Bay debit or credit card with just one tap or click from your mobile phone
- **Texas Bay Mastercard Platinum Rewards Credit Card** – apply or request to increase limit
- **Texas Bay Debit Card** – earn points while you shop to redeem for merchandise, discounts, and even cash back
- **Texas Bay Card Control Mobile App** by CardValet – Card Security & Protection
- **Online Loan & Mortgage Application** – apply 24/7 and we will contact you by phone

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. If you receive a questionable solicitation, please contact us directly either by phone at (713) 852-6700 or visit any branch location.

While we work together to deliver seamless financial services and keep our community healthy and safe, please do not hesitate to contact us by email at webmail@tbacu.org with any questions or concerns.

On behalf of the Texas Bay staff and board, we wish you and your family to remain safe and healthy. Thank you for your continued membership and trusting Texas Bay Credit Union as your financial partner.

Sincerely,



Jesse Gutierrez
President/CEO