



Kinetic Credit Union is committed to the safety and well-being of our employees and members. Your credit union has been closely monitoring the global outbreak of Coronavirus (COVID-19) and guidance from the Centers for Disease Control. Kinetic has pandemic and business continuity plans in place and management is meeting daily to review, update, and enact those plans as needed.

Our top priority is keeping our employees, members and workplace safe and ready to serve you and your family. To help protect you and our employees, we have increased the cleaning regimen for frequently touched surfaces and are deviating from our typical greeting with a handshake to a non-touch welcome. We are also ensuring we have supplies of sanitizing wipes available for member use in our branches. Additionally, our Personal Teller Machines located in most branches and drive-thru's are fully conducive to recent CDC recommendations of limited contact.

All [Kinetic branches](#) remain open during regular business hours, including extended hours at most drive-thru's and service centers. We also provide a variety of convenient ways to access your money remotely:

- Use the [Kinetic app](#) to manage your money, pay bills, and deposit checks with your mobile phone.
- Use your desktop, laptop, or tablet to access your accounts via [eBranch](#) (online banking).
- Transfer funds from your Kinetic accounts to other financial accounts you may have with Funds Transfer (available in [eBranch](#)).
- Send money to friends or family using [Popmoney](#) (available with mobile banking and eBranch).
- You may also make deposits or transfers using Kinetic's [Instant Deposit ATM's](#) and 24-hour Telephone Banking (706.320.8552).
- Manage your Kinetic debit and credit card using the [Card Valet app](#), including transaction notifications and the ability to turn your cards off.
- If you need access to cash, we have [Kinetic ATMs](#) throughout the community, as well as free access to more than [30,000 ATMs nationwide](#).

Additionally, members can apply for auto loans, credit cards, and personal loans from their homes by calling our Service Center at (706) 320-8575. Most loans can be finalized remotely without having to visit a branch.

We value your membership and take your physical health and financial well-being very seriously. You are part of our Kinetic Family and we are committed to serving you. Thank you for placing your trust in us.

Sincerely,

Mark Littleton
President/CEO