



STREATOR ONIZED CREDIT UNION

August 5, 2020

Re: Positive COVID-19 Test Confirmed for Employee

Dear Member,

In an effort to provide full transparency to our members and community, we want to inform you that additional employees have tested positive for COVID-19. The health department will conduct contact tracing for any employees and/or individuals who may have been identified as having close contact with the individual(s) that tested positive for COVID-19. Please be advised, the employee has not been in the office for several days, and since then the branch has been properly deep cleaned and sterilized. For privacy reasons, the employee's name will not be shared.

Due to an increase in local COVID-19 cases, as a precautionary measure, we have decided to close branch lobbies at our Northpoint, Owens, Pontiac, and Morris locations until further notice. **Lobbies will be closed beginning on Thursday, August 6, 2020 while drive-thru operations will be available without change.** All branches, including Dwight, will be available by appointment for members that cannot transact through the drive-thru, online, or via phone. We thank you in advance for your patience as drive-thru traffic may be heavier than usual during this time.

As part of SOCU's Pandemic Plan, frequent sanitation procedures will continue as well as ensuring staff has necessary protective gear and sanitation supplies at their disposal. Additional precautionary measures will be taken as needed to reduce further exposure by bringing in an industrial deep cleaning company to properly clean and sterilize any facility that is directly affected.

Rest assured we have plans in place to minimize business interruption, as our goal is to provide you with the service you know and expect. We strongly encourage you to use the many electronic services we offer. If you have any questions you can reach a Member Service Representative by calling 815-673-5577 or 800-595-2454. SOCU's Member Service Center is available 8:00am-5:00pm Monday through Friday and Saturdays 8:00am-3:00pm. In addition, please continue to check your email, visit www.socu.org, and SOCU's Facebook page for additional updates.

We highly recommend to all, please continue to wash your hands, wear your masks, and practice safe social distancing.

We are all in this together.

Sincerely,

Kathy Lucas
Chief Executive Officer

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