



(Updated on 12/16/2020)

## UDBell COVID-19 Statement

As the outbreak of COVID-19 continues, UDBell would like to reassure you that the health, safety and service of our members and staff are always our top priority. While the public is concerned about the pandemic and the impact it could have on daily financial transactions, UDBell has updated our business continuity plan and is taking precautions to deliver on these priorities to ensure stability in the event there is a more severe interruption in the business environment.

What UDBell is doing:

- Continually disinfecting our office, including door handles, countertops, and all frequently member accessed areas.
- As a precaution, some staff may use sanitary gloves while handling transactions.
- We provide hand sanitizer at our teller stations for members' benefit to reduce the spread of germs while conducting business.
- Protective shields have been installed at our teller counters.
- Our lobby is still open for members to come in to the office for business, however we are limiting entry to two members at a time.
- Masks are Required for entrance.
- Our Wednesday Night hours have resumed with operating hours of 9:00am to 5:00pm.
- We conduct Business Continuity and Disaster Recovery exercises routinely to ensure that we can maintain successful operations and efficient member services.

In the event that our location has to have alternate accessibility or hours, please visit our website [udbell.org](http://udbell.org) regularly for more information. As always, please contact us with any questions at (610) 734-1883. As a reminder, our CU Service Center is available 24/7 for account transactions and balance inquiries: (888) 837-6500.

Steps you can take to manage your finances:

- To practice social distancing, members can take advantage of our [Automated Touch Tone Teller service \(George\)](#); use [Online\\*](#) and [Mobile\\*](#) Banking, and [Bill Pay](#) – check account balances, transfer funds, and pay bills without having to leave your home or come into our office. *\*If not already enrolled, please call the office to get set up!*
- Apply for a loan at home with our new [online loan form](#). Easily available on our website.
- Switch over to [eStatements](#) to reduce your exposure to handling of mail and save some trees while you're at it!
- Be aware of increased possibilities of scams. **Do NOT share any account information**, social security numbers, passwords, or any other personal identification details.

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- Be mindful to wash your hands thoroughly with soap or hand sanitizer before and after transactions involving cash or card, and ATM transactions, and try to avoid touching or rubbing your eyes and nose with unclean hands.

The [CDC](#), [WHO](#), and [OSHA](#) are constantly providing updates on the current state of the Coronavirus.