

From: **(Insert your credit union, CEO or CU member name)**

Subject Option 1: Our Focus is on Members like You

Subject Option 2: We Put You First

Subject Option 3: Your Credit Union is Here to Help

Subject Option 4: We Want to Hear from You

(Insert your credit union logo or header here. Header graphics should be between 600-700 pixels wide, usually 100-200 pixels high.)

Dear Member,

You and your family may be worried about the Coronavirus disease (COVID-19), but the staff at **(Your credit union's name)** want you to know we are here for you, as we always have been. Your deposits are safe and Federally insured. We're not going anywhere, because at its core, our credit union is not a building or a business, but people unified for a common goal.

If you have a story about how we've helped you, please share it [here](#). We'd love to know how we've helped you and your family. To learn more about how credit unions are helping their members during the COVID crisis, visit this [website](#).

(Your credit union's name) is a not-for-profit financial cooperative owned by members like you. We don't answer to Wall Street investors or worry about generating returns for stockholders. We are invested in the local community and local businesses. Our first concern is providing high-quality services and products to our members at the most affordable rates possible. That's why we return any gains to you through lower interest rates on loans and higher rates on savings.

During these uncertain times, we're offering several services to help members like you weather this storm (describe programs you are offering). We're here to help you because we're all in this together.

Please take care of yourself and those around you, and do not hesitate to contact us for any assistance. *(Provide link to your website or phone number information)*

Sincerely,

(Insert your credit union, CEO or CU member name)