



A Message from our President & CEO

Dear Member,

On behalf of everyone at SEFCU, I want to thank you for your patience and understanding as we work together to address the evolving coronavirus outbreak. Our top priority is to ensure the safety of our members and employees. Accordingly, we are asking for your help and your continued patience. Should you be exhibiting any symptoms, please do not come into a branch. Please use our other channels to conduct your banking business or call us to make alternative arrangements for something that requires face-to-face contact. We continue to take the precautions recommended by federal, state, and local health organizations to safeguard you as well as our employees and locations, including having SEFCU employees work from home. Should it be necessary to close more branches, we will shift those resources to other member service functions.

Much like local municipalities, school districts, community organizations, and businesses, we are making decisions every day to balance our commitment to serving your needs with our responsibility to support the global effort to contain this coronavirus. As community closures including schools and daycare centers expand, there will be a ripple effect on our staff's ability to both care for their family and work in our branches and remote call center operations. This may result in extended wait times or additional branch closures. We are extending our Member Solutions Center ([800-727-3328](tel:800-727-3328)) hours to Monday-Friday, 7 a.m. – 7 p.m. and Saturday, 8 a.m. – 2 p.m. These calls will likely be serviced by staff in their homes, so please forgive the possible sounds of pets and children in the background. In lieu of calling, there are a multitude of ways to bank on your phone, tablet, or desktop.

Understanding that our members may be adversely impacted by an interruption of income or other circumstances, we are making changes to our products including, but not limited to, the waiver of all early withdrawal penalties on Share Certificates, the establishment of a skip-a-pay program on certain loan types, and a significant reduction in the interest rates charged on personal loans.

[BANK-FROM-HOME OPTIONS](#)

[COVID-19 RELIEF PROGRAMS](#)

Thank you for your continued trust and support as we all navigate these uncertain times. SEFCU is your partner and we will strive to meet all your financial needs. We will also be working with community support organizations to help those who are being adversely impacted by the current conditions. Together, SEFCU, our members, and our community will make it through the challenges of the coronavirus.

Sincerely,
Michael Castellana
President & CEO

NOTE: SEFCU respects your privacy. We do not sell your email address nor do we share it with third parties except as permitted or required by law or regulation. [Privacy Notice](#).

Keep your information secure!

Never respond to emails, text messages, or unsolicited phone calls asking for:

- Account number
- Passwords
- Banking information
- Credit card information

For your protection, never log into online banking sites or other secure websites from a computer that does not have up-to-date anti-virus and anti-spyware software.

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