



18101 Lorain Avenue • Cleveland, Ohio 44111  
Fax (216) 476-2954

Dear valued Western Region Federal Credit Union member,

As the world around us swirls with panic and uncertainty, we want to strongly reassure you we are open for your continued daily business and transactions. Your hard earned money and your loans are safe in our custodial care, and are available to you at all times. We are deeply committed to serving our members and will take all appropriate measures to ensure your physical and financial well-being.

Our response, and comment, regarding to COVID-19:

- **The annual meeting is postponed until further notice.**
- To protect our members and employees, we are frequently disinfecting the WRFCU common counter and our work stations.
- We are vigilantly monitoring, and implementing, government CDC issued guidelines on how to protect you.
- Our current CD rates remain at the top of the market, and our loan rates are very competitive despite fluctuations in the stock market and Federal Reserve Board actions.
- Due to social distancing per Gov. DeWine, only two members performing transactions will be permitted in the office at a time at our Fairview location. Please do not bring extra guests with you as they will kindly be asked to wait outside.

WRFCU has services in place so you do not have to be in person to complete your transactions:

- Call us 216-476-7072 for transactions
- Online banking with Bill Pay at [www.westernregionfcu.com](http://www.westernregionfcu.com)
- Debit/ATM cards for cash withdrawals and purchases
- Locate a surcharge fee ATM at [www.allianceone.coop](http://www.allianceone.coop)
- Drop box for cash/check deposits or loan payments at Fairview Hospital
- Mail in payments and deposits
- Make Visa payments and view credit card information at [www.ezcardinfo.com](http://www.ezcardinfo.com)

We kindly ask of our members to please:

Keep yourself informed of latest government guidelines on personal hygiene, especially frequent hand washing. Don't just think about it, actually do it, frequently, and correctly! If you are sick or have a fever, please stay home! Be respectful to your fellow members and our employees. Call us and we will do our best to accommodate your needs! We will continue monitoring the CDC situation as it unfolds. We thank you for your continued patronage, and patience, during this challenging time.

Thank you,

A handwritten signature in blue ink, appearing to read "Autumn Dillingham".

Autumn Dillingham  
Manager/CEO

**Fairview Hospital**  
(216) 476-7072

**Lutheran Hospital**  
(216) 363-2217