
Dear TCCU Members:

The recent outbreak of the Coronavirus (COVID-19) has the public concerned about this pandemic and the impact it could have on daily financial transactions.

We would like to reassure you that the health, safety and service of our members and staff is always our top priority.

To address these concerns, TCCU has updated our business continuity plan and is taking precautions to deliver on these priorities to ensure stability should there be a global or local interruption of commerce.

What TCCU is Doing:

- We continually disinfect our branches and offices, including door handles and countertops. Staff follows recommended hand-washing and preventative measure protocols.
- We routinely conduct Business Continuity and Disaster Recovery exercises to ensure that we can maintain successful operations and member service.
- Hand sanitizer stations are available in all Tarrant County buildings available near each of our branch entrances to help prevent the spread of germs when conducting business.

What Steps You Can Take:

- Take advantage of our free 24/7 remote services, which include online banking (eBanking) and our mobile app. You can easily check balances, make transfers and pay bills¹ using these tools, without having to leave your home or travel to a branch.
- With our mobile app, you can perform a variety of transactions, including mobile deposit of checks, bill payment¹ and money transfers.
- Loan applications may be made by phone, and through our website or mobile app 24/7.
- Our Call Center² is available 24/7; 817.884.1470.
- Utilize TextTalk, our text communication tool, for assistance Monday-Friday, during normal business hours.
 - Member Services 817.529.8750
 - Lending Services 817.884.1470
- Enroll in free eStatements if you have not already done so to reduce your exposure risk. eStatements are secure and available via eBanking.
- Cleanse your hands thoroughly with soap or sanitizer before and after any money transactions, including currency exchange or payments, card usage, and ATM transactions.
- **With a heightened pandemic threat, comes the elevated potential of scams. If anyone contacts you purporting to be from any agency or financial institution and asks for your personal information, please be diligent and do not share any account, social security, password or other personal identification details.**

Visit our [website](#) for updates, follow us on [Facebook](#), and [contact us](#) with any questions or concerns you may have.

Sincerely,

Lily Newfarmer

Lily Newfarmer
President/CEO



¹ePay (Bill Pay Service) is \$5.95 per month

² Staff assisted transactions performed via the Call Center may be subject to [minimal fee](#).

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