



## **Member COVID-19 Reopening FAQ**

### **Q. When will the credit union lobbies reopen?**

A. We have continued to keep our drive-thru facilities open as an essential service through the COVID-19 shutdown. Based on changes to the guidelines issued by state and local authorities, SPE will soon resume lobby operations. At SPE, we are committed to keeping our employees, member-owners, business partners, and the communities that we serve healthy and safe. Branch openings are subject to change, but are currently scheduled to open and resume regular hours on the following dates:

Science Park Office: 650 Science Park Rd, State College	June 8, 2020
College Ave Office: 2601-A East College Ave, State College	June 8, 2020
Huntingdon Office: 9902 Shaner Blvd, Huntingdon	June 29, 2020

### **Q. What are you doing to enhance safety for members?**

A. We continue to follow strict guidelines from the CDC and all local and state authorities. We have put in place several measures to maximize our members' ability to conduct business with SPE while also mitigating the risks of exposure to our employees.

- Employees have masks and will wear them during any interaction with members or situations where social gathering limitations are compromised.
- Each employee will conduct a self-screen for COVID-19 symptoms each day before or at the start of their shift, including taking their temperatures.
- Staff will clean and wipe surfaces routinely throughout the day as well as after each member's transaction. Our cleaning service will continue to thoroughly clean after each workday.
- We have installed germ barriers at all face-to-face contact points.
- Social distancing markers will be placed throughout the lobbies to ensure members are waiting at a safe distance. Waiting areas may also be restricted to follow social distancing guidelines.

Look for important information at each SPE Branch entrance. This includes guidelines for entering our building.

- Greeters will be assigned to assist you, monitor social distancing, and ensure that the branch does not exceed the maximum capacity as outlined by the Governor.
- We request that anyone displaying symptoms of COVID-19, as defined by the CDC, not enter any SPE facility.

### **Q. Can I wear my mask into the Credit Union?**

A. For the safety of our staff and members, masks will be required to enter the offices. We have temporarily updated our policy to allow masks to be worn in our facilities. You may be required to temporarily remove your mask during your transaction to allow for proper identification.

**Q. What are my options if I cannot or do not want to wear a mask or do not want to remove my mask?**

A. You will only have to remove your mask during the processing of your transaction. However, if you prefer not to or cannot safely wear a mask, you can utilize our drive-thru facility where you will be able to remove your mask in the safety of your vehicle.

**Q. Why would I need to remove my mask for a transaction?**

A. The need to properly identify individuals has not changed. We have installed germ shields at all points of contact, and masks can be worn at all times other than when processing the transaction. We will continue to properly identify our members to ensure the safety of their accounts and information.

**Q. If I am an at-risk individual and the other options do not fit my specific needs, what can I do?**

A. If you have questions or concerns, you can call SPE at 877-342-5975 between 9:00 AM – 4:30 PM for assistance. We will work with you to determine how best to meet your financial needs.

**Q. In this quickly changing situation, where can I find more information?**

A. We strive to keep our members informed of updates and changes. You can check our website at [spefcu.org](http://spefcu.org) and click on the COVID-19 Alert at the top of the homepage. This includes all communication related to the virus and the most up-to-date information. We also communicate through email and our social media channels on Facebook and Instagram.

**Q. Are vendor or business associates allowed in the building?**

A. As much as possible, we will attempt to conduct business with vendors and associates through video conferencing. In the event a visit to a branch is required, the vendor or business associate will be required to follow the same protocol as members.

**Q. What if I have other questions?**

A. Please call us at 877-342-5975 if you have questions or concerns.