

Preparing for Coronavirus (COVID-19)



Your team at Valley Isle Community FCU is closely monitoring the coronavirus (COVID-19) global pandemic situation. The safety, health and well-being of our members, staff and volunteers are a top priority for your credit union. As we continue to follow new developments, we will provide important updates and information related to the coronavirus via our website, online banking services, mobile app and social media.

What are we doing?

- We have purchased additional cleaning and sanitization supplies for our staff to sanitize their work area on a regular basis.
- Branch common areas (i.e. countertops, doorknobs, etc.) will be frequently sanitized.
- Ensuring social distancing by limiting number of members in the branch and loans by appointment only.
- Shared specific instructions with our staff on the importance of washing their hands and staying home if they feel sick.
- Hand sanitizer dispensers are available in the lobby area at each branch location.
- Maintain active communication with outside vendors to allow for only critical visits and discourage unnecessary travel to the branches.

What you can do to prepare?

- Enroll in our online banking at www.vicfcu.org and download our mobile banking app to stay connected:
 - ❖ Get updated account information, make bill payments and much more.
- Create an emergency fund. Use your checking or savings, debit cards, lines of credit or credit cards for quick access to cash.
- Have important family documents in order and up to date.
- Visit the Hawaii Dept. of Health website at <https://health.hawaii.gov/> or CDC website at <https://www.cdc.gov/> for important updates and safety tips.
- Watch Out for Scams! Visit the World Health Organization at www.who.int for up to date tips and information.

EMERGENCY RELIEF LOAN PROGRAM

In an effort to help our members that have loss employment or loss in wages as a result of the COVID-19 pandemic, your credit union is offering an emergency relief loan program. With this loan our members will be able to borrow funds without having to seek a predatory payday lender or other means that may not be in their best interest financially and allow them to save money by not paying outrageous interest rates and excessive fees.

Members that meet the emergency relief loan criteria will only need to:

- Complete a loan application online or schedule an appointment by emailing loans@vicfcu.org.
- Write a hardship letter along with your application. The letter can be emailed to our loan department at loans@vicfcu.org.



Valley Isle Community
FEDERAL CREDIT UNION

Growing with Maui

The safety and well-being of our members and employees remains top priority for your credit union. Following the WHO's recommendation to practice social distancing, we would like to highlight our current services below available to you. Use the services to manage your accounts and access your money without visiting a branch location.

WHAT I NEED:	WHERE TO GO:
Money withdrawal	We have working agreements with the following financial institutions to use their ATMs (surcharge free during the COVID-19 pandemic crisis) First Hawaiian Bank ATM American Savings Bank ATM CO-OP ATM'S
Check Deposit	Mobile App / By Mail / Night Drop Box at Kahului Branch
Loan	Online / Mobile App / By phone (808) 877-3232
Loan Payment	Mobile App / By Mail / Night Drop Box at Kahului Branch
Skip a pay	Phone - (808) 877-3232 / Email: loans@vicfcu.org
Card Services (Lost/Stolen)	Debit: 1-800-472-3272 Credit: 1-800-442-4757
General Questions	Phone: (808) 877-3232 / info@vicfcu.org

Stay connected by visiting: www.vicfcu.org

COVID-19

Coronavirus Disease 2019



WHAT YOU NEED TO KNOW

What are the symptoms of COVID-19?



FEVER



COUGH



DIFFICULTY BREATHING



SEVERE ILLNESS

How is COVID-19 spread?



Through coughing and sneezing



Close personal contact, such as touching or shaking hands



Touching an object or surface with the virus on it, then touching your mouth, nose, or eyes before washing your hands



Because COVID-19 is new, we are learning more each day about the transmission patterns and incubation periods.

If you have traveled to a country with widespread community spread of COVID-19, stay home or in your hotel room for 14 days after leaving that country and monitor your health for symptoms.

- Avoid group settings, including work and school.
- Have another family member/friend, who didn't travel, run necessary errands for you, such as picking up food or medicine.
- Avoid using public transportation, taxis, or ride-shares if possible.

For a list of countries with widespread sustained community transmission, visit www.cdc.gov/coronavirus/2019-ncov/travelers.

How can I protect myself and our community?

Everyone in our community

- Avoid contact with sick people.
- Wash your hands often with soap and water for at least 20 seconds. If not available, use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose, and mouth, especially with unwashed hands.
- Get your flu shot to reduce the chance of developing symptoms that can be confused with COVID-19. Everyone ages 6 months or older should be vaccinated against the flu.

If you have traveled to an affected area and feel sick

- Stay home and avoid contact with others except for seeking care.
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when coughing or sneezing. Throw the tissue in the trash.
- If you need medical care, call ahead to your healthcare provider or an emergency room and let them know about your travel history. If you need emergency medical care, call 911.
- If you have difficulty accessing medical care or have questions how to care for yourself at home, call 211.

2-1-1

Get Connected. Get Help.™

For more information about COVID-19,
call our partners at Aloha United Way 2-1-1.

Or visit our website at:

health.hawaii.gov/docd/advisories/novel-coronavirus-2019.

