

# Important Information

## Regarding The Coronavirus

**Date:** March 12, 2020

**Name:** Member

Dear Member,

As news of the coronavirus (COVID-19) continues, we're reaching out to let you know that there is no higher priority than the health and well-being of our members and employees.

NASA Federal leadership is actively monitoring the COVID-19 situation and following the guidance of the Centers for Disease Control (CDC), the World Health Organization (WHO), and local health authorities. Rest assured, we remain focused to address changes in risk levels and issues as they arise.

To date, all of our branches are open and ready to serve your financial needs. We have implemented additional health and hygiene protocols that include enhanced daily branch cleanings, adding hand sanitizer throughout all branch locations, and educating employees on the latest CDC recommendations to help prevent illness.

As a reminder, our [eBranch Online Banking](#) and [Mobile App with Remote Deposit](#) allow you to conduct your everyday banking without having to visit a branch. To best prepare for increased public health concerns, please ensure you can access your accounts via these digital channels.

As always, our intention is to be there for our members in times of need. If you need help or have been impacted and need financial assistance, our team is standing by to help. Simply call us at 1-888-NASA-FCU (627-2328), send a secure eBranch message or email [support@nasafcu.com](mailto:support@nasafcu.com).

To stay informed on the latest news involving this situation, visit [nasafcu.com/coronavirus](https://nasafcu.com/coronavirus).

Thank you for being a valued NASA Federal member.

Sincerely,

NASA Federal Credit Union

[Contact Us](#)



For additional information, please contact us at [support@nasafcu.com](mailto:support@nasafcu.com).