

From: First Entertainment Credit Union <promos@firstent.org>
Sent: Thursday, March 19, 2020 1:03 AM
Subject: We Are Here For You - Important COVID-19 Update

Dear Member,

We understand that the entertainment industry and supporting businesses have been highly impacted by the COVID-19 pandemic. These are unprecedented times for all of us, but as a First Entertainment member, you know that we are here for you. First Entertainment has always been your financial ally, and you should expect no less as we address the threat of COVID-19.

It is our commitment to you that First Entertainment will remain available to our members during this emergency, so that you can continue to rely on us for your everyday financial needs. Your accounts remain safe with us, and include the backing of the National Credit Union Administration (NCUA), who insure each members' deposits up to \$250,000.

You should also know that First Entertainment will always put the safety and well-being of our members and staff first. In recognition of that goal, and to limit the spread of possible infection, we will be temporarily closing our branch lobbies the end of business Friday, March 20th, and remaining closed through March 31st.

Please be assured that during this time our online services and ATM network across the nation are available to you 24/7, and fee free. You can always bank from home safely, make your deposits via our Mobile App and/or call to speak to one of our Representatives at (888) 800-3328. If you need us, we are here.

In addition, we recognize the impact that these events are having on you and have programs and services in place to minimize the disruption to you and your family.

- We are providing zero interest emergency loans up to \$5,000.
- We are eliminating all foreign ATM fees, including reimbursing those charged by the other financial institutions.
- We are increasing your access to check deposits made via mobile deposit.
- We are increasing our staff levels to help you with your current loans at First Entertainment. We want to help.

We are staying abreast of the evolving COVID-19 situation and taking all possible steps to ensure the safety of our staff and members. Again, if you have questions, please check for updates on Firstent.org, or reach out to us at (888) 800-3328, or secure message us via our Mobile App or Digital Banking website, or use the Chat services available to you on Firstent.org.

Also, feel welcome to talk with me. I want to hear your concerns. I can be reached at president@firstent.org.

In closing, THANK YOU for your trust in First Entertainment. You are the reason we do what we do every day.

In your service,

Frank Wasson