Dear Member,

This afternoon, Governor Abbott formally declared a state of emergency in response to the COVID-19 virus. Right now, the safety of our members, employees, and community is of the utmost importance to us, so I’d like to make you aware of precautions we’re taking going forward.

First, the vast majority of our members conduct their banking with us online. We are prepared to continue that support uninterrupted and encourage you to explore more of our digital capabilities. You can access your accounts through online banking or our mobile Apple and Android apps to check balances, transfer money, make payments, deposit checks and more. We also recently launched a new Member Help Center, which makes it easier than ever for members to find the answers they seek 24/7. If you haven’t enrolled in online access, you can enroll now in just a few minutes.

We also remain available to help members in branches and currently, we’re continuing to operate according to our usual availability. To do that safely for members and employees, we’ve enhanced our cleaning protocols, ensuring that counters, door handles, terminals and ATMs are sanitized more frequently and that employees are following guidance provided by public safety authorities (including frequent handwashing and social distancing).

Finally, we have gathered together a few resources in support of the organizations and businesses most impacted by the current outbreak. We encourage everyone to visit our blog for additional advice on how you can support the Central Texas community in the weeks to come.

We’ve been constantly monitoring this situation as it has evolved, and will continue to do so, taking additional measures as public safety authorities recommend. In the meantime, we’re grateful for your support and want you to know that the health and safety of you and your family are top of mind for us.

Sincerely,

Kendall Garrison, CEO