



## Services Remain Available Amid Shelter-in-Place Orders

Dear Members,

Effective 11:59 pm on March 24, 2020, shelter-in-place orders have been enacted in the City of Austin and its surrounding counties. Given that a large portion of our membership lives in Central Texas - and many who do not are seeing similar actions in their communities - I'd like to reassure you that Amplify Credit Union will remain available to serve members for the duration of these orders.

As a financial institution, Amplify is deemed "critical infrastructure" by the Department of the Treasury, meaning we are permitted to continue operating under orders like these (similar to healthcare facilities, grocery stores and gas stations, among others). This allows us to operate in our adapted capacity for the foreseeable future, including:

- ATM services at all branch locations;
- Night drop services for deposits at all branch locations;
- Drive-thru banking at our Esperanza and Pond Springs branches;
- By-appointment banking at our Esperanza and Pond Springs branches; and
- Loan closing services at our Parmer branch.

For those scheduling an in-person appointment with our lending or branch teams, please note that we are continuing to take extra precautions to protect the health of our members. We encourage you to discuss these steps with your Amplify representative at Esperanza (512-874-7102) or Pond Springs (512-874-7107) prior to visiting these branches.

As new updates emerge, our team will bring this information to our membership across the state. In the meantime, please visit the Amplify Credit Union [Help Center](#) for the most up-to-date notices regarding our COVID-19 changes. We continue to encourage our members to utilize our mobile banking, online banking, and our [customer support services](#) to their level of comfort.

Stay healthy, and stay safe.

Sincerely,

A handwritten signature in black ink that reads "Kendall Garrison". The signature is written in a cursive, flowing style.

Kendall Garrison, CEO  
Amplify Credit Union