

CAROLINA

FEDERAL CREDIT UNION

We treat you like family... because you are.

704-435-0186 • carolinafcu.org

A message from our CEO, Donna Beringer:

We want to keep our members informed as much as possible to the changes happening at Carolina Federal Credit Union due to the Caronavirus (COVID-19) pandemic.

As a financial institution, Carolina Federal Credit Union is an essential, critical infrastructure workplace, and we will continue to remain open throughout a shelter-in-place order. However, Carolina Federal Credit Union has moved to a split staff schedule from week to week to keep our team, members, and their families healthy at this time. We do ask for your patience when answering phone calls and messages. The best way to reach us is through email at memberservice@carolinafcu.org, or if you have a lending inquiry, please contact lending@carolinafcu.org; we will get back to you within one business day.

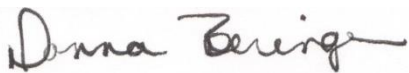
Our lobby will continue to have restricted access; however, our drive-thru is open Monday – Friday, 9 AM – 5 PM EST. The additional services listed below are available 24/7/365:

- CO-OP and CashPoints® ATMs – 30,000 ATMs means you have more direct, surcharge-free* access to your money, [find a location](#) near you.
- CFCU Mobile App and Carolina Online – the mobile app and [Carolina Online](#) can be used to securely move money between accounts, see account balances, make bill payments, and more.
- Carolina Teller - access your account from your telephone anytime by calling 1-800-378-1955. Check your balance on accounts, verify account transactions, transfer funds, check loan payment and payoff status, and more.

Carolina Federal Credit Union has served our membership and community for more than 50 years, and I want to thank each one of you for your loyalty. During this uncertain time, I want you to know that your credit union will remain here for you. We understand the impact that this will have on our members, community, and staff, but we will unite and work together to get through this difficult time.

Sincerely,

Donna Beringer



Financial Relief:

We know this is a challenging time, and as a trusted business partner to our community and members, we commit to showing our support in a time of uncertainty. Please contact us by phone, email, or send us a message [here](#) to inquire about financial relief. We want to work with you and find the best solution for you during this difficult time.