



Coronavirus (COVID-19) Response

To the members of Valley 1st Community F.C.U.:

This current environment is unique. We continue to balance the Valley 1st way of serving our members while exercising an abundance of caution with the novel coronavirus (COVID-19) spread. Today, we have decided to expand our social distancing to protect our employees, members and the community at large.

The Monessen drive-thru of Valley 1st will remain open and will be fully functional, however, our lobby will be closed beginning at noon on Thursday, March 19th, 2020 until further notice. The drive-thru hours are as follows: Monday-Friday 8:30 am-6:00 pm and Saturday 9:00 am- 12:00 pm. Our branch location in Wal-Mart will be closing at noon on Saturday, March 21st, 2020. We will be taking appointments in extreme circumstances only. Please call the office and we will discuss options at that time.

There are many ways to continue banking with us if you choose to not use our Monessen drive-thru.

- As always, your relationship with a Valley 1st teller will be available via phone. We are committed to Valley 1st's high level of service and we will use as many avenues as possible to help you.
- We have excellent mobile/online products available to you. Please go to www.Valley1st.org to learn more about downloading the app, paying bills, depositing a check and other features to help you bank at home.
- Our telephone banking system will allow you to check balances, transfer funds, make a payment, and other functions. That number is 724-684-3748.
- Our night drop box besides the Monessen ATM is available for drop off items to be processed the next business day.
- Our customer support area will be happy to assist. In times of uncertainty, we have found that it is better to ask questions than to wonder about answers. Please call us at 724-684-8875.

As we go forward, we are hopeful that simple acts like social distancing, amongst others, will help change that trajectory of the virus. We remain committed to controlling what we can control to best serve our customers and community. We are confident that together, we will find a way to handle this time of uncertainty.

Sincerely,

James Ritter
CEO