



August 11, 2021

Dear Valued Azuran:

Effective Wednesday, August 11th, Azura Credit Union once again moved to a greater degree of response strategies as the result of increasing positive COVID-19 cases in the communities we serve.

This was not a decision that was made lightly, nor was it made without realizing the impact it may have on you as our member/owner when transacting business with us. However, the health and safety of our members and our employees is our utmost concern and the overriding factor that guided us to our current state. In addition, like nearly every employer in the current environment, we are struggling to maintain full employment to the levels that you expect and we desire. As a result, these moves were made now in an effort to avoid more substantial action if cases and quarantines continue to rise as the virus surges and schools reopen.

While our team remains dedicated to providing you the Above and Beyond service that you are accustomed to, that service may not be delivered in the normal manner during times like these. We encourage you to consider using our drive-ups, lobbies by appointment, online and mobile banking options, remote check deposit, call center, and video banking solutions in order for us to provide you with fast and efficient service to handle your banking needs.

In addition to the change in availability and operating hours in our branches, we have once again deployed a robust remote and dispersed workforce strategy. This strategy assists with alleviating exposure risks among our work teams across our critical functions. Rest assured Azura's leadership will continue to take actions to provide the safest experience at our locations with the highest level of service possible in these unique times.

We realize you may have questions or concerns about our ongoing response to the pandemic, and we stand ready to address those by email at contactus@azuracu.com or by phone at 785.233.5556.

Thank you for your membership, and your business!

Regards,

A handwritten signature in black ink that reads "Greg A. Winkler".

Greg A. Winkler
President/CEO

For up-to-date location hours, COVID-19 resources and responses please visit AzuraCU.com/COVID.

ABOVE AND BEYOND BANKING