



COVID-19 Update

AlaTrust Credit Union is committed to keeping our employees and members informed and safe. As our state and local communities begin transitioning back to opening businesses while managing the COVID-19 pandemic, AlaTrust remains ready to serve and support our members. We continue to focus on providing members and local businesses with the assistance they need combined with a safe and convenient experience as our members are at the heart of all we do.

Mid-March AlaTrust made the decision to close our lobbies and move to drive-thru only services to help protect both our associates and our members. We are now happy to announce that **we will be reopening our lobbies on April 12th** with social distancing measures in place.

We are complying with the CDC and doing all we can to ensure our employees and members remain safe including enhanced cleanings in our branch offices, continually wiping down surfaces, providing hand sanitizer, and adjusting our lobby hours.

We are closely monitoring the situation and will evaluate if any updates to our plans are warranted. Thank you for trusting AlaTrust Credit Union and allowing us to serve you.

Modified In-Branch Practices

We will resume normal business hours for the lobby and drive thru.

In an effort to keep you and our team safe while using the lobby:

- **IF YOU HAVE COVID, A FEVER OR EXPOSED TO ANYONE WITH COVID** in the last 14 days please do not enter the building.
- **WE HAVE INSTALLED PROTECTIVE SHIELDS** in our teller areas and offices.
- **IF YOU ARE WEARING A FACE MASK** you will be asked to briefly remove your mask for identification purposes.
- **PLEASE RESPECT SOCIAL DISTANCING** of at least 6 feet apart while waiting for your transaction and stand on the designated "stand here" floor decals.
- **LOBBY SHARED BRANCH TRANSACTIONS** must be completed in the branch lobby.
- **DRIVE-THRU SERVICES AND IN CAR LOAN/DOCUMENT SIGNINGS** will remain available for members who do not want to enter the lobby. Loan and document signings will also be available via electronic signature if preferred.

If you cannot comply with the in-branch guidelines above you will be asked to complete your transaction by using our drive-thru or online services. Thank you for your patience and understanding.

We Stand Ready to Help You

Our branch locations and the Call Center are ready to serve you. We will continue to update this page with the latest information as quickly as possible.

We are committed to doing the right thing by our employees, members and the communities we serve. We want to make sure our members have access to the financial resources and guidance they need. If you've been impacted by COVID-19 and need assistance, please call us at **1-800-264-8031**.

Ways to Access Your Accounts

- **In-Branch** – Please refer to our open hours and social distancing measures we have in place to protect our employees and members. **See above section for Modified In-Branch Practices**
- **Online Banking** – Access your accounts 24/7. Reminder, to use the mobile app, you must be enrolled in Online Banking. **Learn More**
- **Mobile App** – If you don't already have the AlaTrust Mobile app, you can download it here. **Learn More**
- **Remote Deposit** – An easy way to use a mobile phone to deposit checks into your AlaTrust Credit Union account. **Learn More**
- **ATMs** – Get cash and check balances. **Find a location**
- **Online Loan Applications** – Apply for an Auto Loan, Personal Loan, Mortgage Loan and/or Visa Credit Card and sign the documents online from the comfort of your couch (some mortgage documents must be signed in branch). **Learn More**
- **External Transfers** – Transfer money from your AlaTrust accounts to your accounts at other financial institutions. **Learn More**
- **Chat With Us** – Our secure online/mobile chat application enables members to communicate with an AlaTrust Member Service Representative. **Click “Chat with us” on our website or mobile app.**
- **Call Center** – Our Call Center is available Monday – Friday 8am – 5pm. **Learn More**
- **Touch Tone Teller** – Call the credit union's 24-hour automated telephone teller service, TTT, to inquire about account balances, make withdrawals, transfer funds

and much more. It's safe, confidential and easy to use ... and it's free! To access TTT call **1-800-264-4228** or **(205) 581-8824**. For a list of menu options. [Learn More](#)

Ways to Protect Your Accounts

Quick reminder, keeping you and your information safe is our top priority. AlaTrust Credit Union won't ask you to provide any personal information via email, phone or text like social security number, or account numbers. If you suspect you have been a victim of fraud or if you receive a suspicious communication claiming to be from AlaTrust Credit Union, let us know at **1-800-264-8031**.

- AlaTrust Credit Union will never call you and ask for your passwords or for verification codes. Hang-up and call us at **1-800-264-8031**. We're here for you and welcome those calls.
- Check your accounts regularly. Call us immediately if something doesn't look right.
- Set-up alerts. Sign-up for alerts online or through the [AlaTrust Card Control mobile app](#) to get quick updates to any charges or changes to your account.

Additional Resources

- [Coronavirus Disease 2019 \(COVID-19\) Situation Summary](#)
The CDC continues to determine more about this outbreak.
- [Preventing COVID-19 Spread in Communities](#)
Protect yourself and your community.

Continued Support

We're available at **1-800-264-8031**. Our hours of availability are 8am-5pm Monday-Friday.