

# Coronavirus:

## A message to our members



### **A message to our Members, from HEY Credit Union's CEO, John Smith**

We know many of you may be concerned about the Coronavirus threat and how it could affect access to your Credit Union.

I want to reassure you all that our priorities are to protect the wellbeing of all staff, members and volunteers, and to continue to operate as normally as possible.

With this in mind, I recommend all members to avoid visiting any of our branches as much as possible, and to take advantage of the online services we provide.

If you haven't already registered for our **App**, we urge you to do so. It's safe, secure and easy to use, giving you access to your accounts and same-day transfers to your bank from the comfort of your own home. You can also send us a secure message. Register for access [here](#).

If your income has been affected because of Coronavirus, please let us know. We are here to listen and try to find helpful solutions for you.

While we continue to keep branches open, please follow Government advice and only visit if you are not showing any symptoms of Coronavirus. As an alternative to visiting a branch, you can:

- call us on 01482 778753 (Mon-Fri 10 – 4)
- email us at [info@hullandeycu.co.uk](mailto:info@hullandeycu.co.uk)
- use the enquiry form on our [website](#)

Remember, our phone lines can get very busy and so it would pay you to register for the App as a priority.

We will continue to monitor advice from HM Government and NHS England and work hard to help you to access our services.

For the latest news and branch updates, please follow us on social media:

[Twitter](#)

[Facebook](#)

[LinkedIn](#)

For information from the NHS on the Coronavirus, please visit [this website](#).

Thank you for your understanding and take care,

John Smith  
Chief Executive