MESSAGE FROM PRESIDENT & CEO KATHY DUVALL

As the COVID-19 pandemic continues to develop, I wanted to take this opportunity to inform you of how SF Fire Credit Union is adapting to meet the needs of our members and staff, and provide assurance that we are and will continue to be here for you in these challenging and unsettling times.

We understand that the pandemic may have an impact on your ability to work; our goal is to help you find solutions for the financial hardships you may face. We may be able to defer loan and credit card payments, provide emergency relief loans, and waive fees – and I encourage you to learn more about these possible solutions in this edition of the Siren News. If you need help, please reach out to us.

We also realize that members may have concerns about the pandemic's impact on our ability to maintain the service levels you need and expect from us. With the circumstances around the pandemic changing rapidly, we are constantly assessing and adapting to promote the well-being of members and staff alike. We've heightened our level of cleaning and sanitation practices at all of our facilities, and at the same time have largely transitioned to having a remote, work-from-home workforce. Members have also been doing their part to "flatten the curve" of new infections by staying home and utilizing Online/Mobile Banking and our Contact Center, in lieu of visiting branches. There has been a dramatic reduction in the number of visitors to branches, which has allowed us to reduce branch hours to 10AM to 3PM, and deploy branch staff to the other service delivery channels our members are using. We appreciate your understanding should you notice an impact on the service in the speed to answer calls, or the processing of loans during this time.

We will continue to adapt to the pandemic, and encourage members to visit our website or log into Mobile and Online Banking for the most current information. This credit union has thrived for more than six decades, through other historic and challenging events such as the Loma Prieta Earthquake and Great Recession. Rest assured that we are well-equipped to navigate the negative impact the pandemic will have on the economy, and we will get through this together.

We're proud to serve you and your community and look forward to seeing you all out and about again soon.

Kathy Duvall

President and CEO

Temporary Branch Hours

Effective Monday, March 23, California Street, Stonestown, and Mint Plaza Branches will be open from 10AM to 3PM, Monday through Saturday.

Pacifica Branch is temporarily closed until further notice.

Our Contact Center and Web Chat will be open as normal (Monday - Saturday, 7 AM - 8 PM, Pacific time).
We understand that members may have concerns about the COVID-19 virus, and the impact it might have on our ability to maintain the service levels you need and expect from us.

Social Distancing Requirements at Branches

To help mitigate the transmission of the virus, we have implemented social distancing practices at our California Street, Stonestown, and Mint Plaza branches. This will include limiting the number of members inside our branch at one time and asking them to remain a distance of six feet from other members while inside. We will have employees managing the entrances to our branches, and thank you for your patience and cooperation with these efforts.

Temporary Branch Hour Changes

Our membership is doing its part to 'flatten the curve' of this pandemic, evident in the dramatic decrease in the number of visitors to our branches. In light of this, and our desire to better deploy staffing resources to non-branch areas of member support, we have made the following changes: Effective Monday, March 23, our California Street, Stonestown, and Mint Plaza Branches will be open from 10AM to 3PM, Monday through Saturday. Pacifica Branch is temporarily closed until further notice.

Protecting the Wellness of Members & Employees

The health and wellness of our members, employees, and community are important to us. The Credit Union has implemented heightened levels of cleaning and sanitation practices during this time. We're continuing to promote and enable good safety-related hygiene habits with our employees; we are also monitoring their health and have largely transitioned to a remote, work-from-home workforce.

Information regarding our pandemic response was current as of the time we went to print. In response to the rapidly changing demands of the pandemic, we are continuously assessing and updating our response measures as needed. If you’re facing hardship, please reach out to us. For the latest details and information, visit our website at www.sffirecu.org, give us a call, or send us a Secured Message in Online & Mobile Banking.
Solutions for Pandemic Related Hardship

We understand that the Coronavirus (COVID-19) pandemic and the Shelter-in-Place Orders have an impact on your daily lives, and may affect your ability to work. In these already stressful times, we’re here to provide solutions for any pandemic related financial hardships you may face in the coming weeks or months.

Call us at (415) 674-4800 or (888) 499-FIRE (3473) (Mon – Sat 7:00 AM – 8:00 PM), or reach us via Secured Messaging if you’re experiencing hardship.

“Branch Free” Access to Your Accounts & Cash

Although we’re taking measures to keep our branches a low-risk place to visit, we realize that members may wish to avoid retail-type locations to minimize contact with other people. We’d like to remind you of the “Branch-Free” ways that you can access your accounts and cash:

Contact Center
Our Contact Center is available from 7 am to 8 pm, Monday through Saturday, and can assist you with a majority of the transactions normally performed at a Branch – or advise you on the non-branch alternative methods which are available.

Getting Cash with ATM Rebates
Use any ATM available, anywhere. SF Fire Credit Union automatically rebates up to 12 ATM surcharges per month (up to $4 per individual ATM surcharge), and has no “out-of-network” ATM fee. If you’re concerned about cleanliness, it might be prudent to sanitize your hands after using any ATM machine.

Online & Mobile Banking
Let’s not forget about the wide range of tools available via Online and Mobile Banking. You can deposit checks, transfer funds between accounts, make payments to your loans, apply for loans, and more.

Secured Messaging
For any non-emergency issues, you can use Secured Messaging in Online & Mobile Banking to conduct your business: wire transfers, disputing transactions, filing a travel notification, and more.

Visit sffirecu.org to learn more about:

• COVID-19 Emergency Relief Loans
• Loan Payment Relief Programs
• First Mortgage Relief Programs
HAPPY RETIREMENT

Honoring Father John L. Greene

For over 30 years, Father Greene has ministered to the men and women of the San Francisco Fire Department. Known around the stations as “The Padre,” he has been a constant source of solace, fellowship, and friendship. To many firefighters, he has become family.

Father Greene has been with our firefighters every step of the way. He has presided over marriages, baptized children, and buried loved ones. He has rushed into burning buildings to comfort and pray for the injured. When St. Peter’s Church in the Mission caught fire, he selflessly saved the Blessed Sacrament, vestments, and chalices from the 130-year-old parish. And all as a volunteer.

Anyone wishing to donate to the FR Greene Fund, share your photos of The Padre, or if you have any questions, please email: frjohngreenebanquet@comcast.net

CONGRATULATIONS

2020 Arthur F. McIntyre Scholarship Recipients

Thank you to all the students who took the time to apply for the 2020 Arthur F. McIntyre Scholarship. The winners were invited to attend the Annual Meeting of the Members on Monday, February 17th, where they were recognized publicly.

Due to the number of high quality submissions, scholarships were awarded this year to four high school students and four college students. Our warmest congratulations to each of the winners:

High School
Lindsay Day
Megan McHugh
Lydia Eger
Riley Elizabeth Castagnola

College
Gabriel Sullivan
Anna Tingin
Joseph Otayde
Zoe Brouillet

CONGRATULATIONS

SFFD’s 126th Graduating Class

The San Francisco Fire Department’s 126th Recruit Academy graduated on February 28th, 2020. The ceremony took place at the Scottish Rite Masonic Center in San Francisco.

Credit Union Branch Holidays

Monday, May 25 - Memorial Day
The Contact Center will be closed on Memorial Day.