

# Kinecta's Plans Regarding 'Stay-at-Home' Order

*Last Updated: March 20th, 2020*

I want to provide you with important information about Kinecta's plans after the government order to stay home. As a financial institution, **Kinecta is exempted from this order**. Additionally, you are still permitted to travel to perform essential services like your banking. However, **beginning at noon today, Friday, March 20<sup>th</sup>**, Kinecta will be **implementing supplementary safety measures** for the protection of our members and employees.

*Our branches will remain open with the following restrictions:*

- *We will have limited staff in each branch.*
- *No more than 2 members may be served inside a branch at any time.*
- *Members are asked to maintain a 10-foot safe distance while waiting for service at the branch or ATMs (please see markings on the ground denoting this safe distance).*

**We will continue to serve EVERY member in turn**, but it may take a bit longer than we would like. Your uninterrupted access to credit union services and the safety of your financial assets remain our top priorities. You will have full access to your accounts, and we will continue accepting, processing and funding your loan requests.

We ask that you please consider using [Kinecta's online banking](#) or the [Kinecta mobile app](#) to check your account balances, transfer funds between accounts, pay bills and perform other routine banking transactions. If you are unfamiliar with our digital banking services, a Member Contact Center representative (800.854.9846) would be happy to walk you through the setup process and explain how to use these services.

We continue to monitor this situation closely and will update you promptly as conditions change with important information via email and our website.

I sincerely regret the reduction in our service levels during this unprecedented national crisis but hope you understand.

Again, I want to personally thank you for your membership and the trust you have placed in Kinecta. We are committed to seeing you and your finances through these uncertain times.

Keith Sultemeier  
President & CEO  
Kinecta Federal Credit Union