

Confirmed COVID-19 exposure at Torrance Crossroads location

Kinecta received notice this morning that an individual who was inside our Torrance Crossroads branch on April 13, 2020, has tested positive for coronavirus (COVID-19). We were initially notified that a family member of this individual had tested positive, and that he would seek testing that day. In an abundance of caution, we immediately closed the branch and conducted a professional deep clean. This is Kinecta's standard procedure for any confirmed or suspected cases at our locations.

A deep clean involves a specially trained cleaning crew using enhanced processes and equipment who disinfect every surface including the floors. The provider informed us that areas cleaned in this manner are safe to reoccupy two hours after the cleaning is completed.

Anyone who visited this location and is experiencing COVID-19 symptoms (fever, shortness of breath, dry cough) should consult with their health care professional. We will provide further information if any additional confirmed cases can be traced to this or any other branch.

As Kinecta branches remain open to members, we anticipate that similar situations may occur in the future. We are committed to serving our members and to safeguarding both members and employees. Consequently, current requirements for social distancing, mandatory face coverings, frequent cleanings throughout the day and a limited number of people in each branch at any one time will remain in effect at all Kinecta locations.

For those concerned about visiting a branch, the Credit Union also offers several digital options as alternatives to branch service. You can perform most routine banking transactions using Kinecta Direct online banking and our Mobile App. Additionally, representatives in our Member Contact Center are available to serve you at 800.854.9846.

If you are experiencing financial hardship due to COVID-19, please reach out to us for assistance. Kinecta offers a variety of financial relief options including (among others):

- Up to 3 Skip-a-Payments (call 800.854.9846 or apply via Online Banking)
- Emergency loans (call 888.954.6328, or apply at kinecta.org or via our Mobile App – select “Signature Loan” then Emergency Loan”)
- 1st Mortgage (call 866.397.5370 or apply online at <https://loansolutioncenter.com>);
2nd Mortgage (call 855.840.8649)
- Fee waivers (call 800.854.9846)

Thank you for your membership and for trusting Kinecta to help see you through these very troubled times.