

member notice

service1st®

branch operations • The following Service 1st branch locations are available by drive-up or appointment only. - Corporate Center | 1985 Montour Boulevard, Danville, PA - Bloomsburg Office | 327 Columbia Boulevard, Bloomsburg, PA - Danville Office | 861 Bloom Road, Danville, PA - Elysburg Office | 196 West Valley Avenue, Elysburg, PA - Lewisburg Office | 101 Walter Drive, Lewisburg, PA - Loyalsock Office | 814 Westminster Drive, Williamsport, PA - Montandon Office | 2613 PA-45, Milton, PA - Shamokin Dam Office | 3054 N. Susquehanna Trail, Shamokin Dam, PA - Sunbury Office | 1185 North 4th Street, Sunbury, PA • The following Service 1st branch locations are available by appointment only. - Mifflinburg Office | 52 East Chestnut Street, Mifflinburg, PA - Wilkes-Barre Office | 620 Baltimore Drive, Wilkes-Barre, PA These changes will remain in effect until further notice. Please continue to check www.service1.org for updates and use our online and mobile tools. If you need assistance with these tools, please call our Contact Center and they will provide guidance. have you been affected by COVID-19? Please be reminded, if you have been directly affected by Coronavirus, COVID-19 and are in need of assistance in making a Service 1st loan payment or have other account concerns, contact one of our Member Service Representatives at 800.562.6049, to discuss the options we have available to assist you at this difficult time. we're getting through this together For updates regarding credit union operations, tools and resources, please visit our "we've got you covered member information and resources" page located at:

https://service1.org/promo-landing-pages/member-information-and-resources

continue to provide you with updates regarding credit union services.

We are continuing to monitor information from federal, state, and local officials regarding Coronavirus, COVID-19 and will

In accordance with the measures established by the PA Department of Health, all Service 1st Federal Credit Union employees are required to wear masks to help limit the spread of COVID-19. We continue to limit access to our offices. Members and vendors entering our locations are also required to wear masks. A special thanks to our team

Please be reminded, if you have been directly affected by Coronavirus, COVID-19 and are in need of assistance in making a

for continuing to do their part, following best practices for social distancing, handwashing and keeping our

Service 1st loan payment or have other account concerns, contact one of our Member Service Representatives at

These changes will remain in effect at least until April 30, 2020. Please continue to check www.service1.org for updates and use our online and mobile tools. If you need assistance with these tools, please call our Contact Center and

For updates regarding credit union operations, tools and resources, please visit our "we've got you covered member

Good news! Some economic impact payments (as part of the Coronavirus, COVID-19 tax relief efforts) will be available in accounts starting this Wednesday, April 15, 2020. For those that receive a payment on April 15, it is based, partially, on

• There will be an opportunity to register for electronic payment on the IRS's website; however, the link is not live on the site yet. https://www.irs.gov/newsroom/economic-impact-payments-what-you-need-to-know Once this link is live, you will need to provide your credit union account number and routing number. The Service 1st routing number is 231387602. Please double

• If the IRS does not have a qualified individual's ACH information, that individual will receive their payment via check in the

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Service 1st loan payment or have other account concerns, contact one of our Member Service Representatives at

The following Service 1st branch locations are available by drive-up or appointment only.

These changes will remain in effect at least until April 30, 2020. Please continue to check www.service1.org for

Open new memberships, apply for loans, pay bills and complete transactions, using Service1st@Home online banking,

Find a surcharge-free ATM in your area using our Branch/ATM Locator available at www.service1.org, on our mobile

For assistance with our online services or to request an appointment, please call our Contact Center at 800.562.6049, or visit us online at www.service1.org. If you are uncomfortable with some of these processes, we understand and look forward to

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We are continuing to monitor information from federal, state, and local officials regarding Coronavirus, COVID-19 and will

If you have been directly affected by Coronavirus, COVID-19 and are in need of assistance in making a Service 1st loan payment or have other account concerns, please contact one of our Member Service Representatives at 800.562.6049, to

These changes will remain in effect at least until April 12, 2020. Please continue to check www.service1.org for updates.

Open new memberships, apply for loans, pay bills and complete transactions, using Service1st@Home online banking,

Find a surcharge-free ATM in your area using our Branch/ATM Locator available at www.service1.org, on our mobile

For assistance with our online services or to request an appointment, please call our Contact Center at 800.562.6049, or visit us online at www.service1.org. If you are uncomfortable with some of these processes, we understand and look forward to

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As we continue to navigate through these uncharted times, we want to update you regarding some additional steps we are

As the number of COVID-19 cases continues to rise in Pennsylvania, we have decided to limit access to our Mifflinburg and

Effective Tuesday, March 24, 2020, access to the lobbies of our Mifflinburg Office, located at 52 East Chestnut Street and our Wilkes-Barre Office, located at 620 Baltimore Drive, will be by appointment only. Appointments will be limited, so we are

open new memberships, apply for loans, pay bills and complete transactions, using Service1st@Home online banking, the Service 1st mobile app, and Teller-Phone. find a surcharge-free ATM in your area using our Branch/ATM Locator

For assistance with our online services or to request an appointment, please call our Contact Center at 800.562.6049, or visit us online at www.service1.org. If you are uncomfortable with some of these processes, we understand and look forward

drive-up service remains available at the following branch locations during regular business hours (Lobbies at these locations will remain closed until further notice. Appointments will be scheduled on a limited/as necessary

While we've made some changes to limit in-person interactions, we are here to guide you, so you can continue to make necessary transactions. We continue to review the information provided by federal, state and local officials regarding

Again, we thank you for your patience and flexibility as we navigate through these uncharted times. Our focus remains on the

We continue to listen to the recommendations from federal, state and local experts, including the Center for Disease Control

Social distancing and limited face-to-face interaction is strongly encouraged at this time. Therefore, at Service 1st Federal Credit Union, we are taking several additional steps to protect our staff, members and community from the spread of Corona-

• Effective with the end of business hours today, Tuesday, March 17, 2020, we are temporarily closing our lobbies.

• We strongly encourage opening new memberships or applying for loans online to help further limit face-to-face interactions. For guidance or additional assistance through the process, please call our Contact Center at 800.562.6049 or visit www.service1.org to schedule an appointment online. We understand there may be some circumstances where we need

• Our Mifflinburg and Wilkes-Barre offices will remain open as they lack drive-thru capability. Access will be monitored

• The changes noted above will be effective through March 31, 2020. We will continue to review this situation and update

We are continuing to monitor the ongoing developments related to Coronavirus COVID-19 and want to provide you with an

The Governor's Office confirmed that credit unions are considered an essential business. All Service 1st Federal Credit

By working together, we can continue to take care of one another. We encourage members visiting our branch locations to

We are asking employees to follow the Center for Disease Control's (CDC) hygiene and disease prevention guidance and encourage members to do so as well. For those visiting our offices, we recommend basic handwashing, using hand sanitizer,

Whether in the drive-up or when calling into our Contact Center, we know you are experiencing some longer than normal waiting/on-hold times. Members who have inquired about home loans may experience delays as the availability of the

third-party offices necessary to complete the process may be limited. We will continue to work through these delays with you

At Service 1st, we're friends you can bank on. Remember, if you have been directly affected by the virus and are in need of assistance in making a Service 1st loan payment or have other account concerns, please contact one of our Member Service

Again, thank you. We will continue to post updates to www.service1.org and to our social media sites. Our focus remains on

As we continue monitoring the on-going developments of the Coronavirus pandemic, our focus remains, on the safety, well-being, and overall health of our credit union family: you, our members, employees, volunteers and the communities

We're monitoring information from the US Center for Disease Control (CDC) as well as federal, state and local officials.

We're encouraging employees to follow the CDC's hygiene and disease prevention guidance which includes the following:

We will continue to post updates at service1.org in our news and events section and via our social media sites.

•Cover coughs and sneezes with a tissue (throw tissues in the trash) or the inside of your elbow.

At this time, all Service 1st Federal Credit Union Offices are open for normal business hours. Hand sanitizer is

Service1st@Home online and mobile banking, in addition to our mobile app allow easy access to Service 1st accounts. To download our mobile app today, please visit the app store for your mobile device and search "Service 1st". The app provides the flexibility to check balances, transfer funds, pay bills, provides card controls, the option to make

The National Credit Union Administration (NCUA), our federal regulatory agency, is operating as usual and all credit union

Remember at Service 1st, we're friends you can bank on. If you have been directly affected by the virus and are in need of assistance in making a Service 1st loan payment or have other account concerns, please contact one of our Member

Our promise to you is to provide a lifetime of financial services to meet your changing needs, fostering a relationship of

We ensure you we will continue to monitor the evolving developments related to the Coronavirus and make necessary changes to help ensure we are continuing to provide the level of service you are used to while safeguarding our overall

Equal Housing Lender | Federally Insured by NCUA

Service Representatives to discuss the options we have available to assist you at this difficult time.

•Wash your hands frequently with soap and water for up to 20 seconds.

Avoid touching your mouth, eyes and nose with unwashed hands.

Employees have also been asked to cancel all non-essential business travel.

Access to our vast network of over 55,000 ATMs worldwide also remains available.

mobile deposits, apply for loans, and even chat with members of our team.

member accounts continue to be insured by the Share Insurance Fund.

trust, dignity and respect. This promise is our primary mission.

If you have any questions, please call our Contact Center at 800.562.6049.

•Use hand sanitizer containing at least 60% alcohol.

•Clean and disinfect frequently touched surfaces.

•Avoid contact with people who are sick.

Stay home if you are sick.

we've got you covered

available at all branch locations.

daily transactions...

your funds insured...

our promise

credit union family.

financially affected by virus...

Representatives to discuss the options we have available to assist you at this difficult time.

the safety, well-being, and overall health of our entire credit union family.

consider using the drive-up, Service1st@Home online and mobile banking, or the Service 1st app to help minimize

effective

immediately

★ service 1st

Service 1st lobbies are temporarily closed.

Effective Tuesday, March 17, 2020 at the close of business, we are temporarily closing our lobbles at all Service 1st locations except our Mifflinburg and Wilkes-Barre Offices.

Our drive-ups will continue to be open for normal business hours.

e changes will be in place through March 31, 2020. Please check www.service1.org for updates.

virus, COVID-19; while remaining accessible for members to complete necessary financial transactions.

taking at Service 1st Federal Credit Union this week to benefit the health and well-being of our employees and you,

The following Service 1st branch locations are available by drive-up or appointment only.

Shamokin Dam Office | 3054 N. Susquehanna Trail, Shamokin Dam, PA 17876

Make deposits and/or loan payments using the night deposit box located at these offices.

Corporate Center | 1985 Montour Boulevard, Danville, PA 17821 Bloomsburg Office | 327 Columbia Boulevard, Bloomsburg, PA 17815

Elysburg Office | 196 West Valley Avenue, Elysburg, PA 17824 Lewisburg Office | 101 Walter Drive, Lewisburg, PA 17837

Sunbury Office | 1185 North 4th Street, Sunbury, PA 17801

Mifflinburg Office | 52 East Chestnut Street, Mifflinburg, PA Wilkes-Barre Office | 620 Baltimore Drive, Wilkes-Barre, PA

https://service1.org/promo-landing-pages/member-information-and-resources.

able to further reduce face-to-face interactions and the spread of COVID-19.

available at www.service1.org, on our mobile app, or by clicking on the link below.

make deposits and/or loan payments using the night deposit box located at these offices.

member notice: Mifflinburg and Wilkes-Barre Offices

Loyalsock Office | 814 Westminster Drive, Williamsport, PA 17701

The following Service 1st branch locations are available by appointment only.

Danville Office | 861 Bloom Road, Danville, PA 17821

Montandon Office | 2613 PA-45, Milton, PA 17847

check your information before you submit. Failure to submit the correct information, could result in payment delays.

If you have not filed 2018-19 taxes, you can use the IRS portal to designate a direct deposit account by visiting the

The following Service 1st branch locations are available by drive-up or appointment only.

800.562.6049, to discuss the options we have available to assist you at this difficult time.

Corporate Center | 1985 Montour Boulevard, Danville, PA Bloomsburg Office | 327 Columbia Boulevard, Bloomsburg, PA

Elysburg Office | 196 West Valley Avenue, Elysburg, PA Lewisburg Office | 101 Walter Drive, Lewisburg, PA

Sunbury Office | 1185 North 4th Street, Sunbury, PA

Loyalsock Office | 814 Westminster Drive, Williamsport, PA

Mifflinburg Office | 52 East Chestnut Street, Mifflinburg, PA Wilkes-Barre Office | 620 Baltimore Drive, Wilkes-Barre, PA

https://service1.org/promo-landing-pages/member-information-and-resources.

whether you filed for electronic returns in 2018 or 2019 tax return filings.

following link. https://www.irs.gov/coronavirus/non-filers-enter-payment-info-here

800.562.6049, to discuss the options we have available to assist you at this difficult time.

Corporate Center | 1985 Montour Boulevard, Danville, PA Bloomsburg Office | 327 Columbia Boulevard, Bloomsburg, PA

Elysburg Office | 196 West Valley Avenue, Elysburg, PA Lewisburg Office | 101 Walter Drive, Lewisburg, PA

Sunbury Office | 1185 North 4th Street, Sunbury, PA

Loyalsock Office | 814 Westminster Drive, Williamsport, PA

Mifflinburg Office | 52 East Chestnut Street, Mifflinburg, PA Wilkes-Barre Office | 620 Baltimore Drive, Wilkes-Barre, PA

https://service1.org/promo-landing-pages/member-information-and-resources.

Shamokin Dam Office | 3054 N. Susquehanna Trail, Shamokin Dam, PA

The following Service 1st branch locations are available by appointment only.

Make deposits and/or loan payments using the night deposit box located at these offices.

member notice: economic impact payment update

What if I qualify and don't get my payment on April 15, 2020?

mail. Mailed checks will be sent in the coming weeks.

For more information, call our Contact Center at 800.562.6049.

continue to provide you with updates regarding credit union services.

Danville Office | 861 Bloom Road, Danville, PA

Montandon Office | 2613 PA-45, Milton, PA

member notice: Coronavirus, COVID-19 update

Shamokin Dam Office | 3054 N. Susquehanna Trail, Shamokin Dam, PA

The following Service 1st branch locations are available by appointment only.

Danville Office | 861 Bloom Road, Danville, PA

Montandon Office | 2613 PA-45, Milton, PA

We look forward to seeing you soon. Stay well.

member notice: we've got you covered

have you been affected by COVID-19?

monday, april 20, 2020

workspaces clean.

branch operations

they will provide guidance.

Stay calm. Stay well.

monday, april 13, 2020

tuesday, april 7, 2020

branch operations

updates.

helping you.

tools and resources

We strongly encourage members to:

app, or by clicking on the link below.

we're all in this together

Stay calm. Stay well.

sunday, march 29, 2020

branch operations

tools and resources

helping you.

We strongly encourage members to:

app, or by clicking on the link below.

we're all in this together

Stay calm. Stay well.

monday, march 23, 2020

Wilkes-Barre Offices.

just a click away

basis.)

We strongly encourage members to:

https://service1.org/find-location

to helping you through it. We are all in this together.

Danville Office | 861 Bloom Road, Danville, PA 17821

Montandon Office | 2613 PA-45, Milton, PA 17847

we've got you covered

tuesday, march 17, 2020

for social distancing.

Sincerely,

you of any changes or extensions.

Your Friends at Service 1st

monday, march 16, 2020

let's work together

face-to-face interactions.

and social distancing.

thank you

Sincerely,

Your friends at Service 1st

friday, march 13, 2020

we call home.

Again, we thank you for your patience and flexibility as

we navigate through these uncharted times.

member notice: we've got you covered

all service 1st offices will remain open

and want to thank you for your continued patience.

member notice: coronavirus pandemic

update regarding Governor Tom Wolf's announcement this afternoon.

Union Offices will continue to remain open for normal business hours.

Corporate Center | 1985 Montour Boulevard, Danville, PA 17821 Bloomsburg Office | 327 Columbia Boulevard, Bloomsburg, PA 17815

Elysburg Office | 196 West Valley Avenue, Elysburg, PA 17824 Lewisburg Office | 101 Walter Drive, Lewisburg, PA 17837

Sunbury Office | 1185 North 4th Street, Sunbury, PA 17801

Loyalsock Office | 814 Westminster Drive, Williamsport, PA 17701

safety, well-being, and overall health of our entire credit union family.

(CDC), concerning efforts to limit the spread of Coronavirus, COVID-19.

Our drive-thru facilities will continue to operate during business hours.

to meet to complete a transaction. We will be handling these situations as they arise.

member notice: Coronavirus, COVID-19 update

Shamokin Dam Office | 3054 N. Susquehanna Trail, Shamokin Dam, PA 17876

COVID-19 and will continue to share updates via our website and social media pages.

our members.

information and resources" page located at

the Service 1st mobile app, and Teller-Phone.

https://service1.org/find-location

the Service 1st mobile app, and Teller-Phone.

https://service1.org/find-location

information and resources" page located at:

member notice: Coronavirus, COVID-19 update

continue to provide you with updates regarding credit union services.

discuss the options we have available to assist you at this difficult time.

we're all in this together

information and resources" page located at: