

We are committed to providing you best in class service



Let's connect:    

Dear Valued Member:

Our communities have, undoubtedly, been tested this week as the anxiety and uncertainty of COVID-19 continues to build. We have all been asked to alter our personal, professional, and academic pursuits for the foreseeable future. As we all work to socially distance ourselves from one another, I wanted to take a moment to connect with you as a fellow member.

Consistent with our core values, TruMark Financial is about putting people first. The well-being and safety of our employees, members, and communities are top priority with each decision made. Several safety and sanitization protocols have been implemented in branches and offices to ensure everyone's health and safety. We continue to monitor guidance from the Center for Disease Control and Prevention, the World Health Organization, and Public Health Agencies. We also have a number of digital and telephonic financial tools to assist you during this time from the comfort of your own home:

- Use TruMark Financial's [online banking](#) and [mobile banking](#) to check balances, transfer funds, lock/unlock debit and credit cards, pay bills, and more. Plus, [deposit checks](#) anytime, anywhere with TruMark Financial's [mobile app](#)
- Enroll in [e-Statements](#) if you haven't already to avoid exposure to contaminants via the mail
- Get cash at numerous [ATMs](#) or when making a purchase at the grocery store
- [Apply online](#) for loans

No matter how you interact with the credit union, we are committed to providing you best in class service.

I also want to remind you we are here to help. We understand the uncertainty you may feel during this time and we are here to help you navigate through this situation. If you are experiencing a financial hardship, are concerned about your financial well-being, or are looking to better understand your financial options, please contact us. TruMark Financial team members are ready to assist and help find the right solution for you. [Send an email, talk to us on social media, or contact the Member Service Center](#), we are happy to help.

We are witnessing exceptional moments of community during this time. I am proud to say the TruMark Financial community is a strong one. We are in this together. We are better together. Member banking truly is better banking.

Sincerely,

A handwritten signature in black ink, appearing to read 'Richard Stipa', written over a light grey circular background.

Richard Stipa
Chief Executive Officer





Your savings federally insured to at least \$250,000
and backed by the full faith and credit of the United States Government
National Credit Union Administration, a U.S. Government Agency

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