



If you have a special need, please call 800-924-1250 to make a service appointment.

Updated 07/20

We will continue to take steps to help protect the health and safety of our members, our employees and their families, and our communities as the Coronavirus (COVID-19) pandemic lingers. Therefore, our lobbies will remain closed.

N.E.W. Credit Union has always believed in the philosophy of “people helping people” and is dedicated to serving our communities. It is because of this we feel the need to take these actions. Thank you for your loyalty and your patience during this stressful time. Please watch our website and Facebook page for further notices.

If you need additional help getting set up for the services listed here, or have a special request contact one of our helpful Member Service Representatives at **1-800-924-1250**.

● **Our drive-thru lanes will be open with new hours, which can be accessed by car or pedestrian. All night deposit drop boxes will also be attended to, the same as previously, and our ATMs will be maintained.** Remember to watch for the Alliance One or CO-OP logo on surcharge free ATMs both here at home and across the country. To learn of these fee-free additional ATM locations, please visit <https://www.allianceone.coop>. or <https://co-opcreditunions.org/>

● Our **Virtual Branch** on-line banking and **Mobile App** services include: transferring money, making payments, view transactions, check balances, depositing checks, and applying for loans. These services are available to you 24 hours each day, 7 days a week. Visit www.newcu.org for more information and enrollment.

● **Our Automated Response Teller** number is **1-800-448-2276**.

● You can **apply for your loan** on line at: www.newcu.org or contact one of our Loan Specialists. Oconto Falls: 920-848-2793 Suring: 920-842-4661 Oconto: 920-835-9718 Peshtigo: 715-582-4002

● Free financial counseling is available through Green Path Financial Wellness: <https://www.greenpath.com/greenpath-financial-wellness/> or call 800-550-1961

Oconto Falls Office: Drive-up Hours: Monday - Friday: 8:00 am - 4:30 pm Saturday: 9:00 am -11:00 am

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Suring & Peshtigo Office: Drive-up Hours: Monday - Friday: 8:30 am - 4:30 pm

● **Watch out for scams: 3 tips to safeguard from COVID-19-related fraud.**

1. Beware of bogus products and investments

As scammers prey on coronavirus fears, there’s been an uptick in the sale of bogus products like masks, immune system boosters, and sanitizers. If you can’t find hand sanitizer locally, it’s unlikely that a random source on the internet would have an unlimited supply for sale. When an offer sounds too good to be true, verify product credibility through research. Also, be wary of “investment opportunities” related to the coronavirus. The U.S. Securities and Exchange Commission warns people about online promotions, including through social media, claiming the products or services of publicly traded companies can prevent, detect, or cure coronavirus. Avoid stock scams by always seeking professional advice.

2. Know your charities

Scammers also are soliciting for bogus charities. They know if they tug on our heartstrings, our wallets will usually open. The scams often appear to help people locally or assist specific groups you support. Before you contribute, research new charities thoroughly. Check with the Better Business Bureau for complaints, or one of the online sites that track charities such as GuideStar, CharityNavigator, or CharityWatch.

3. Watch out for phishing

Phishing emails aim to steal consumers’ money and personal information. Never click on an embedded link in an unsolicited email. It may download malware onto your computer.

Make sure to install antivirus software on your computers, and that this software is up to date. Be suspicious of emails claiming to be from the Centers for Disease Control and Prevention (CDC) or “experts” saying they have new, critical information about the virus. For up-to-date information, go to the CDC and World Health Organization websites. Report suspicious claims to the Federal Trade Commission at ftc.gov/complaint.