

During the uncertainty of COVID-19 pandemic, we ask that our members become aware of alternative methods of banking in the event of a service disruption.

## DIGITAL SERVICES

1. **RCU Mobile App** - you can download our mobile app by searching “Raymore Credit Union” in your app store. You can do your banking on your phone...anytime, anywhere!
  - 🌱 Check account balances & activity
  - 🌱 Transfer money between accounts
  - 🌱 Send e-transfers
  - 🌱 Deposit Anywhere™ - allows you to quickly & securely deposit your cheques on your smartphone, subject to standard holds
2. **Online Banking** – if you prefer to use your computer, our online banking platform offers many of the same convenient services as our app. Visit [www.raymorecu.com](http://www.raymorecu.com) and the login is located at the top right corner
3. **Member Contact & Questions** – give us a call at 1.866.612.2300 and our RCU team will assist you with any of the following:
  - 🌱 Account questions or inquiries
  - 🌱 Direct deposit - you can have any regular cheque you receive automatically deposited for you.
  - 🌱 Transferring funds
  - 🌱 Bill payments or set up pre-authorized bill payments
  - 🌱 Debit card issues
  - 🌱 Online banking or Mobile app issues
  - 🌱 Questions regarding account activity, statements or transactions
4. **ATM & Night Deposit** – our Raymore branch ATM and night deposit service is available 24/7 with access to your funds anytime during the day or night. We strongly encourage using our Night Deposit for deposits of cash & cheques for both personal & business use. Our Night Deposit slot can be found beside our ATM in the lobby of our Raymore branch. We will be checking the Night Deposit constantly throughout the day to ensure your deposits are taken care of.

## **We Are Here for You!**

We understand how COVID-19 is impacting and changing our regular routines. Raymore Credit Union is recognizing how these changes can impact individuals, families and business owners. Know that we are here for you during this time and will work with you to discuss your financial situation and provide assistance and guidance for the uncertainty ahead. Please contact our Lending Department or email [raylending@raymorecu.com](mailto:raylending@raymorecu.com)

Raymore Credit Union remains committed to serving our members safely and being proactive in this highly sensitive situation. If you have any questions or concerns please contact us 1.306.746.2160 or email [info@raymorecu.com](mailto:info@raymorecu.com)

Thank you!