

**Effective March 16, 2020**  
**Northwest Hills Credit Union's financial options due to the**  
**Coronavirus (COVID-19)**

Northwest Hills Credit Union continues to monitor the developments around the recent Coronavirus (COVID-19) outbreak. We are following the [US Center for Disease Control's](#) (CDC) directions and recommendations to protect you and our employees.

**In response to concerns about the spread of this respiratory disease, we have increased the frequency of cleaning counter tops, door handles and other high touch surfaces as well as:**

- We are educating our employees to contain the spread by practicing healthy habits by sanitizing hands and workstations.
- We have asked our employees who are feeling sick or showing signs of illness to stay at home and contact a healthcare professional immediately. If employees must stay home to care for a family member, we are implementing a 24-hour fever and symptom free rule before returning to work.

We'd like to remind you that we offer a variety of options to do your banking if you choose not to visit our location at 339 North Elm Street in Torrington. We encourage you to stay linked to your accounts using the options below:

**Internet Banking**

[Click Here](#) to sign-up on our website at [nwbcu.com](http://nwbcu.com) for internet banking

**Bill Pay** provides Fast, Secure and Convenient online bill payment solutions.

**eStatements**

[Click here](#) to sign-up for eStatements, complete and submit!

**Audio Response/Telephone Banking**

Call (860) 496-7326 and press 2 to access your account 24 hours a day, seven days a week.

**Mobile Banking** allows you to securely access your account information 24/7 from anywhere using your mobile device.

The safety, well-being, and financial needs of our members are important to our credit union. Therefore, we are asking that you use our drive-up window during business hours as much as possible.

We offer an ATM at our 339 North Elm Street location to make withdrawing money easy with no fees! Deposits can also be made at the same ATM, as well as in our Night Drop Box on the side of our building in the drive-up lane 24/7.

During this crisis, we will not charge any fees for your transactions done at foreign ATMs, however, other bank fees may apply.

For more information and guidance from the CDC on how you can stay safe at home, work, and school, [CLICK HERE!](#) During this time of social distancing, you don't need to come into the credit union to conduct your business. We are still available for your banking needs using the methods above.