

## COVID-19 Update (3/19/2020)

As communicated last week, Novation has been closely monitoring the COVID-19 pandemic and evaluating the impact it will now have on our operations, members, staff and community. To maintain a healthy and safe environment for all, please note that the following precautionary measures have been put into place until further notice:

- Our branch locations in 3M buildings 222 and 275 did close Wednesday, March 19. This is in conjunction with recent decisions made by 3M regarding the safety of 3M Center.
- Our Hutchinson and Oakdale lobbies will be closed effective Monday, March 23.
- Our Oakdale branch drive-thru will remain open and we will offer as many of our regular lobby services as possible.
- In branch appointments or access to your safe deposit boxes in Oakdale will be accommodated on a case by case basis. Please call us at (800) 369-6628 to discuss options or for questions. We do ask that you refer to the CDC website and refrain from entering our lobbies if you have been in cited countries or on a recent cruise.
- Remember we have night deposit boxes in Oakdale and Hutchinson. These are available and deposits made are processed hourly during business hours.
- In Hutchinson, we ask that you please utilize our Online Banking and Mobile app solutions for your daily needs. You can also call (320) 587-4666 ext. 419 if you need other assistance. Please note that like Oakdale, access to the branch will be limited based on CDC guidelines.

For 24/7 access and management of your accounts, **we strongly encourage** you to use Novation's eBranch (online banking) and Mobile app solutions as an alternative to visiting a branch location. Novation's eSolutions allow quick and easy ways to manage your accounts from anywhere. Click [here](#) to do the following:

- Check you balances
- View transactions
- Deposit checks by using your smart phone or tablet with eDeposit
- Transfer funds
- Make loan payments
- Pay bills securely with [BillPay](#)
- Find a surcharge free ATM
- Pay other people with Popmoney
- Transfer money to and from other financial institutions
- And more

Another option to access your accounts is to use our 24/7 Phone Banking option. [Click here for details.](#)

As circumstances change and our operating plan evolves, we will continue to update you by email and at [www.novation.org](http://www.novation.org). For additional information about COVID-19, please visit the [CDC website](#).

These are extraordinary times and we sure appreciate your understanding and trust in Novation. Your money is safe and we are here for you as we face these challenges together.