

CORONAVIRUS

MemberSource CU is continuing to monitor the situation regarding the Coronavirus (COVID-19). The health and safety of our employees and our members is of the highest priority. It is our goal to continue to serve our members while operating our branches in a safe and effective manner.

Members will be asked to conduct as much business as possible through electronic means or through the drive-thru as available. Our free online and mobile banking, Remote Deposit Capture (for check deposits), surcharge-free Allpoint ATM Network and online loan application and closing are ideal tools at your disposal so you do not have to enter a branch. If you need assistance with any of these services, call our Member Service Center at 713.627.4000 or email web.msc@membersourcecu.org. We are here to help you!

BRANCH and BUSINESS OPERATIONS

As of 3/26, the Enbridge branch and The Woodlands branch offices are temporarily closed. The Westchase Branch and Sugar Land Branch offices remain open for limited transactions such as deposits and withdrawals (although we recommend using the drive-thru at Westchase), safe deposit box access, new account opening, Notary and Medallion Services, International Wires and other services that can be handled quickly through the Teller Line.

**Until further notice, our business hours have changed:
Lobby/phone/drive-thru services will be available Monday-Friday, 9am to 5pm.
The lobby and drive-thru will be open Saturday, 9am to 1pm.**

In order to minimize exposure and contain any potential spread of the disease, we have decreased staff in all areas of the organization. Since most of our business will be directed to electronic methods, expect there to be delays in service. We apologize for this inconvenience and assure you we are doing all we can to assist you during this time.

LOAN EXTENSIONS

We realize that some members may be negatively impacted financially by this outbreak and we are offering a payment extension to our members during this period. Documentation is required in order to request an extension of your due date. Certain eligibility requirements apply and you must be current on your loan. (If you have automatic payments set up, it is the member's responsibility to halt the payment temporarily.)

CREDIT CARD PAYMENT DEFERMENT

MemberSource CU wants to alleviate some of the financial stress by offering a TWO MONTH payment deferment on the Visa® credit card. Eligible cardholders will see a minimum payment due amount of \$0.00 on their next two statements. Certain eligibility requirements apply. If you do not wish to skip your payment, simply make your payment as you normally would. (If you have automatic payments set up, it is the cardholder's responsibility to halt the payment temporarily.)

MORTGAGE LOANS - MEMBER HOME LOAN

If your mortgage was processed by Member Home Loan, please contact them directly at 832.912.2151 to learn how you may be eligible to defer your mortgage payment.

CONTACT US

There are several ways to reach us with questions or if you need assistance. Call 713.627.4000 Mon-Fri from 9am to 5pm, email us any time at web.msc@membersourcecu.org, or text us at 713.244.1470 or 1471. All responses will be made during regular business hours.

Plans may change quickly during this time. Please check our website regularly for updated information.

