



March 24th, 2020

## HomeCU Operations Update

HomeCU is watching the evolving situation on the COVID-19 (Coronavirus) situation very carefully. We believe the digital banking platform will be a key component to support your members in this crisis. Our goal is that this service will be completely reliable for your credit union and your members. We are always working to be an excellent partner and help manage the stress of these situations.

## HomeCU Internal Operations

HomeCU is following the available health agency guidelines to protect our work environment and our employees. We are very fortunate and have not seen personal impacts from the virus and Idaho has a very low rate of cases. All the functions within HomeCU are operating normally. Our digital banking systems have been cloud-based for some time and are operating without interruption.

HomeCU employees are following health guidelines and best practices, including social distancing, to minimize the possibility of exposure to the virus. In addition, employees are able to work remotely from the office with full capabilities of phone, internet, videoconferencing, and access to HomeCU digital banking systems. At this time, we are not seeing any interruption of our digital banking or person-to-person service & support.

## Future Steps

There are many unknowns looking forward to the future. One constant is that we will continue to prioritize reliability and support of the current systems as our number one goal. In these stressful times, we are working diligently to make sure that all the credit unions and their members have continuous access to their digital banking without interruption.

At this time, HomeCU employees will not be travelling for business. This will help minimize our exposure to the virus and is consistent with health agency guidelines. We anticipate that nearly all needs can be addressed via videoconferencing.

Please let us know how we can best help you and your members in these uncertain times. Our support staff is available at:

[support@homecu.com](mailto:support@homecu.com) (Digital banking Support)  
208.384.1311 ext 1

[websites@homecu.com](mailto:websites@homecu.com) (Website design support)  
208.384.1311 ext 137

Thank you,

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