

COVID-19, COMMUNITY FIRST FAQs



How to Reach Community First Credit Union?

Credit Unions are considered essential services, we will remain open with limited hours to serve our Members.

Our Call Center will remain open (including Saturday hours) you can reach them at 707/546-6000.

As always Online & Mobile banking is available 24/7. Not registered? Now is a great time to sign up. Visit comfirstcu.org, click "Online Banking" and "Register," or download our free mobile banking app (comfirstcu).

Are Branches Open?

Nine of our 11 branches will remain open with limited hours. Our west Santa Rosa (Fulton & Guerneville) and Clearlake branches will be closed. **All other branches will be open from 10a to 3p**, beginning March 23.

Does Community First Offer Any Financial Assistance?

Yes, CFCU has programs for our Members who have been impacted by COVID-19.

Community First is offering a **0% Relief Loan** for current CFCU Members.

- ▶ \$1,200 – max loan amount
- ▶ 12 month term
- ▶ 0% interest rate

To apply or find out more about this program give us a call at 707/546-6000 or stop by your LOCAL branch to speak to a manager.

What if I Can't Make My Loan Payment?

If your income/job has been affected by COVID-19, you may qualify for our **Relief Skip-A-Pay** for up to two payments, give us a call at 707-546-6000.

Questions Regarding Mortgages With CFCU

If you have questions regarding your mortgage with Community First, or have questions regarding payments, property taxes, insurance, or others, please use the following link to get the answer you need: comfirstcu.loanadministration.com.

How Can I get Cash?

All CFCU ATMs are available to withdraw cash. You may also visit your local branch during hours of operation. CFCU is part of the Credit Union co-op with over 34,000 ATMs available nationwide. To find the nearest ATM to your location, you can ask Maggie (our Virtual Assistant on our website) or visit co-opcreditunions.org/locator.

My Debit Card is Not Working, What Should I do?

Give us a call at 707-546-6000 or ask Maggie (our Virtual Assistant) located on our website and available 24/7.

Security and Scams

Be aware of the many different scams that are currently happening due to COVID-19, and remember that CFCU will never call, email, or text you to ask for your personal information. Be wary of unfamiliar links or requests for donations or account/card information.

This link has more information about current scams: consumer.ftc.gov/features/coronavirus-scams-what-ftc-doing.

COVID-19 Information, Resources and Websites

- ▶ Center for Disease Controls (CDC) – cdc.gov
- ▶ World Health Organization (WHO) – who.int
- ▶ County of Sonoma Department of Health Services sonomacounty.ca.gov
- ▶ County of Mendocino Public Health mendocinocounty.org
- ▶ Marin County Health & Human Services marinhhs.org/public-health
- ▶ County of Lake Health Services health.co.lake.ca.us
- ▶ Napa County Public Health countyofnapa.org/PublicHealth

Here for Good ❖ 707/546-6000 ❖ comfirstcu.org

Clearlake ❖ Fort Bragg ❖ Guerneville ❖ Healdsburg ❖ Lakeport ❖ Napa ❖ Novato ❖ Santa Rosa x 2 ❖ Sebastopol ❖ Ukiah