



As we continue to monitor and adjust to the COVID-19 situation, I hope that you and your family are healthy. We are actively monitoring updates regarding the situation our community is facing. The health and safety of our members, staff and volunteers remain our top priority. As we work to support the employees, retirees and their families of both MSD and LWC, rest assured, MSD Federal Credit Union is here for you. We are committed to making sure you have access to your money, as well as the products and services you need.

Following community guidelines and closures, we will be temporarily **CLOSING OUR LOBBY** to member traffic as of 3:00 pm on Friday, April 3, 2020. Beginning Monday April 6, 2020 we will be offering “curbside” banking. During business hours, customers can utilize “curbside banking” by parking in a designated parking spot and calling for assistance. You are encouraged to call ahead to minimize wait times. Please call 502-540-6253 and we will be happy to assist you.

Remember we have banking options like ATM’s, Teller 24, and Online Banking that are available for you 24/7. If you haven’t already, it’s not too late to enroll in one or all of these banking options. Please call the Credit Union and we will get you started.

Assistance is available for those impacted. If you have a loan with us, you may be allowed to skip either your April, May or June payment. This will not affect your ability to skip during the standard November, December, or January time period. You can call the Credit Union for details.

A Member Service Representative is available to answer any questions you may have about these products. Simply call 502-540-6253. Thank you and remember we are here for you.

MSD FEDERAL CREDIT UNION