



We continue to monitor the impact of the Coronavirus/COVID-19 pandemic. As a cooperative organization based on the philosophy of “People Helping People” SeaWest stands ready to commit whatever resources are needed to protect our community.

SeaWest is offering a range of solutions to help our members manage through economic uncertainty. Those members impacted by the Coronavirus may receive:

- A low-interest Coast Guard Emergency Family Assistance Loan
- Fee and penalty waivers
- Free skip-a-payment option on existing loans
- Automatic extension for Visa card payments

If you've been financially impacted by the Coronavirus pandemic, please let us know.

What We Are Doing to Keep You Safe

Currently our branches are operating at slightly reduced hours for limited exposure.

- Alameda is open from 9am to 3pm Monday through Friday.
- Petaluma is open from 10am to 2pm Monday through Friday.

We continue to monitor updates from the state and county health authorities and will adjust our hours and procedures as appropriate.

Our staff are following state and local guidelines in order to prevent the spread of the Coronavirus. We have implemented increased daily cleaning and other measures at our branches and headquarters in order to reduce germs. We are regularly sanitizing our teller counters, ATMs, door handles and other areas where public traffic is heavy. There are multiple hand cleaner stations throughout our branches.

If you do visit a branch, we ask that you kindly practice social distancing.

We are operating at a reduced capacity, so you may experience longer than normal wait times. We appreciate your patience.

For questions, call our toll-free number at 800-732-9378. We can help over the phone!

As you should know, unlike the stock market, funds on deposit at SeaWest are insured by the National Credit Union Administration. Your funds are safe with SeaWest.

Stay Healthy and Use Online Banking with Sea West

To help reduce the chance of contracting the Coronavirus, we recommend members use our state-of-the-art online banking. With our mobile app and home banking service, you can:

- Check your balance, history, and more.
- Deposit checks remotely
- Pay bills with no fee
- Transfer funds between accounts
- Send and receive money with friends, family, and others you trust with Zelle®.

If you don't have the SeaWest mobile app, learn more and download it [here](#).

ATMs

You can do much of your banking via our ATMs. In addition to our own ATMs, SeaWest is a member of the CO-OP shared branch network, with nearly 30,000 ATMs across the country. These ATMs are **free for member use** and may be more convenient to you. Find out more and locate one nearby at www.co-opfs.org.

A Word of Caution Regarding Scams

We have seen an increase in the number of criminals launching Coronavirus-themed email and telephone scams. These email phishing attacks contain links to fake websites mimicking legitimate organizations. Use extra caution and do not click on links from unexpected or unsolicited emails.

Phone scammers may appear to be calling from familiar phone numbers or trusted institutions. Remember, SeaWest will never ask for your User ID or other personally identifiable information.

If you have any questions about emails or phone calls you receive, please call us before clicking any links or attachments or giving out any personal information. We want you to know that SeaWest is here for you, and we are doing our best to help all our members navigate their banking needs safely.