

Dear Members,

Beginning **Friday, March 20th**, NorthRidge Community Credit Union will begin preparations for temporary, limited office closures. Drive throughs in Hoyt Lakes and Virginia will remain open, ATMs, online and mobile banking, and online and phone lending services will remain open. All branch lobbies will be closed until at least March 31st, at which time we will re-evaluate the situation. We have been, and will continue to take all necessary precautions for the safety of our members and employees. We know this is a hard time for everyone, so we are committed to making this as convenient as we possibly can for you in the ways listed below!

This temporary closure will mean that Hibbing and Ely will not have any in-person services available. With this very fluid situation, we are continuing to implement necessary Minnesota Department of Health and CDC official recommendations and will base further office decisions on that advice. If situations warrant, we may be changing our office operations as necessary. Please connect with us through our drive-throughs at all three locations, ATMs, mobile app, and our new call center [\(877\) 672-2848](tel:8776722848). We apologize for any inconvenience and hope that you understand why these measures have become necessary.

NEW Call Center

In order to assist you better we have implemented a call center to be staffed **Monday – Friday from 8:00 AM – 5:00 PM starting Monday, March 23rd**. You may speak live to a Member Services Representative during those times by calling [\(877\) 672-2848](tel:8776722848) or you can Email us at support@nrccu.org.

Office & Drive Thru Hours

Friday, March 20th

Hoyt Lakes and Virginia:

- Drive-Thru hours: 8:00 AM – 5:00 PM

Biwabik:

- Drive-Thru hours: 8:00 AM – 12:00 PM

Ely and Hibbing:

- Lobbies open from 8am-12:00PM

Starting Monday, March 23rd

Hoyt Lakes and Virginia:

- Drive-Thru hours: 8:00 AM – 5:00 PM

Biwabik, Ely and Hibbing

- *Closed*

Please Note

- The wait times in the drive through may be longer than normal. We appreciate your patience as we work to provide you service in a timely manner.
- While the lobbies are closed we cannot accept any bulk coin through the drive throughs and will not be able to process coin deposits.
- Daily cash withdrawal limits may apply, please contact the call center if you have any questions on this.
- In-branch services including mortgage closings, signatures on new accounts, and access to safe deposit boxes will continue for the time being by appointment only by calling [\(877\) 672-2848](tel:8776722848)

Below are links to our phone, online and mobile services:

[Online and Mobile Banking](#)

- [Enroll Now](#)
- Member to Member transfer now available!

[Mobile App](#)

[Mobile Deposit](#)

[Online Bill Pay](#)

[ATMS](#)

[Apply for a Loan](#)

Automated Phone Banking – [\(888\) 976-7228](tel:8889767228)

We are Here to Help

NorthRidge is committed to supporting your banking needs through this unprecedented time. We want you to know that you can still accomplish almost all ordinary activities through our ATMs, drive throughs and online/mobile banking. You can also speak with us through phone and email. Our plan is to check the night drop boxes more often throughout the day and increase the frequency of our Remote Deposit processing. With the creation of our Call Center, we will be working to keep you in touch with member services and our loan officers.

Your Credit Union is here to help you during these uncertain times through financial counseling, loan payment relief, and other banking services. Please contact us with any questions [\(877\) 672-2848](tel:8776722848) or email membersolutions@nrccu.org.

Thank you,

Nicholas Mathiowetz