

**A message to members from Silver State Schools Credit Union
President and CEO Scott A. Arkills Regarding COVID-19**

Silver State Schools Credit Union greatly appreciates your membership! As we continue to learn more about COVID-19, commonly identified as the Coronavirus, we have taken steps to ensure our organization is prepared to continue to serve you, our members, and ensure the health and safety of our employees.

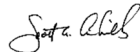
Based on the guidance from various health agencies including the World Health Organization (WHO) and the Centers for Disease Control (CDC), we have asked all of our employees to enhance their attention to cleanliness and disinfecting all areas of our branches and offices. We encourage our employees to routinely and thoroughly wash their hands and use hand sanitizer in situations when they are unable to use soap and water. Employees not feeling well have been strongly encouraged to stay at home.

We do not anticipate any disruption to any member services including the hours of operation at our nine Valley branch locations.

If you prefer to bank digitally, we would like to remind members that we do offer the convenience of the following services:

- **Online and Mobile Banking**
 - Check balances
 - Transfer funds
 - Bill Pay
 - Deposit Checks
 - Add additional share accounts
 - Apply for a loan
 - POPMoney – Send funds via email or text
 - Contact us via Secure Chat and Secure Email
- **Loan Payments**
 - Pay loans by phone and via silverstatecu.com – Convenience fees will be waived on these payment methods until further notice
- **DocuSign**
 - Electronically sign your loan documents
 - Available for non-Real-Estate loans
- **Member Service Center**
 - Contact us at 702-733-8820, toll-free at 800-357-9654
 - Email general questions to support@silverstatecu.com
 - Available Monday - Friday 7:30 AM - 6 PM; Saturday 9 AM - 3 PM
- **Surcharge-free ATM Access**
 - Access to over 85,000 ATMs via CO-OP ATM or Allpoint Network

Thank you for your membership,



Scott A. Arkills
President and CEO