

Dear Members:

Keys Federal Credit Union's branches and local Phone Center will close at 12:00 noon on Wednesday, September 6, 2017, due to mandatory evacuations for Hurricane Irma. We will remain closed until the evacuation order is lifted and it is safe to return to the Keys to reopen our facilities.

Keys FCU is prepared with processes and procedures to help minimize disruptions to our operations, branches and, most importantly, our members. Regardless of damage to any of our facilities, be assured that your Keys Federal Credit Union account information is always safe and secure.

During this closure:

- Our ATMs will be available for cash access and deposits as long as possible. If they should experience a service interruption or run out of money, we will service them as soon as it is safe to do so.
- You can access over 1,000 ATMs in the Presto Network at all Publix Supermarkets, for FREE. We have suspended our \$1.50 foreign ATM fee for using a non-Keys FCU ATM. You may still be charged a fee by the financial institution that owns the ATM, but you will not be charged by Keys Federal Credit Union during evacuation.
- You can receive assistance for your Keys Debit and Credit Cards while evacuated via our 24/7 Member Service Center. To report a lost or stolen Keys Debit MasterCard, please call 1-866-820-8771. To report a lost or stolen Keys Visa Credit Card, please call 1-800-449-7728. For Keys Visa Credit Card questions, balance inquiries and payment information, please call 1-866-820-7227.
- Online and Mobile Banking with Mobile Check Deposit will be available as long as our systems are operable. If we suffer a catastrophic event, our systems may go down temporarily.
- We will continue to post ACH and Share Draft Deposits to your account through Friday, September 8, 2017. We will resume regular activity as soon as we are able to access our systems after the storm.

Thank you for your patience during this difficult weather situation. Please check our website at www.KeysFCU.org and our Facebook page for the latest updates on our service.

We hope you stay safe during the storm!

Sincerely,

Scott Duszynski
President & CEO
Keys Federal Credit Union

