



# COVID-19

## **Corner Stone Credit Union Response & Update**

The safety of our members, staff, and the communities we serve continues to be a top priority at Corner Stone Credit Union. We are making decisions as preventative steps in reducing the spread of germs and to provide increased social distancing. There has been no known exposure to COVID-19 at any of our branch locations.

Though the way we will serve you may change, our commitment of “Reaching Beyond Your Expectations,” remains steadfast – we are here for you. If you are concerned about a financial hardship, please reach out to us.

We are working to uphold our commitment as a partner in the communities we serve. We continue to follow best practices as outlined by the CDC and commit to keeping you updated as the situation evolves.

Effective Tuesday, March 24, 2020, below are changes of how members will be served until further notice:

### **Lancaster Branch-**

Drive-thru services only. Almost all services will be available via the drive-thru.

The lobby will be closed. Anyone who enters must have made an appointment with a Corner Stone Credit Union team member.

### **Mesquite Branch-**

The Mesquite branch will be closed until further notice.

Please visit the Lancaster branch via the drive-thru, check out the ATM capabilities, in addition to online banking, or call the Lancaster office at 972-218-9266.

The following are ways in which you will be able to complete services:

Service Type	Drive-Thru During Regular Hours	CSCU ATM 24/7 with ATM or Debit Card	Phone/Email- During Regular Hours	Website/Online Banking/Mobile App/Audio Response 24/7
Cash Deposits	✓	✓		
Check Deposits	✓	✓		
Check Cashing	✓			
Balance Inquiry	✓	✓	✓	✓
Transaction History	✓		✓	✓
Cashier's Checks	✓			
Money Orders	✓			
Teller Check	✓		✓	✓
Cash Advances	✓			
Wire Transfers	✓			✓
Transfer Funds	✓	✓	✓	✓
Instant Issue ATM/Debit Card	✓			
Debit Card Re-PIN	✓	✓		
Account Modifications	✓		✓	
Account Statements	✓			
Open New Accounts (existing members)	✓		✓	
ACH : Set Up/Cancellation/Stop Payment/Dispute	✓		✓	
Loan Payments	✓			✓
New Loan Application			✓	✓
Loan Deferral Requests	✓		✓	✓
Pending Loan App Inquiry	✓		✓	
General Loan Questions	✓		✓	
Online Banking Set Up	✓		✓	✓
General Questions	✓		✓	
Debit Card Disputes		Call 24/7 1-866-577-5183		
MasterCard Credit Card Inquiries		Call 24/7 1-800-299-9842		

Restrictions may apply to some services. Contact us for details.

### To Contact Us:

Lancaster Phone: 972-218-9266 Fax: 972-218-5887  
130 Historic Town Square, Lancaster, TX 75146 – ATM location

Mesquite Phone: 214-887-8000 Fax: 214-887-8003  
2424 Gus Thomasson Rd., Ste. B, Mesquite, TX 75146 – ATM location

Email: [mbrservice@cornerstonecreditunion.net](mailto:mbrservice@cornerstonecreditunion.net) Audio Response: 469-489-7147