WE’RE PEOPLE HELPING PEOPLE AND READY TO HELP YOU— IN BRANCH, BY PHONE OR ONLINE

Cascade’s founding philosophy of “people helping people” is at the core of our mission. Our experience in past economic challenges stands as a testament to the commitment we make to our members.

With new Coronavirus (COVID-19) developments happening every day, we’re monitoring the situation and adjusting our plans to ensure we’re doing the most we can to keep you, our staff and the community as healthy as we can. Cascade is committed to supporting you through this, so you have the financial assistance you need.

You have got the most up-to-date info here on this page. You will also see updates on our Facebook and Instagram pages.

HOW CAN WE HELP YOU?

BRANCHES ARE OPEN TO SERVE YOU

Lobbies are open to a limited number of people based on the lobby size during normal operating hours. To maintain social distancing guidelines, we have taken the following steps:

- Greeters will be at the entrance to welcome you and monitor the number of people in the branch.
- Markers indicating 6’ distance are provided for member convenience.
- Counters, door handles and all areas likely to be touched are sanitized often on a regular basis.
- We ask that if you have a fever, cough, or have been experiencing shortness of breath that you please call us (541-672-9000) so we can work out an alternative way to help you with your transaction.

ALTERNATIVES TO IN BRANCH TRANSACTIONS

- Apply for a loan online or by phone 541-672-9000
- Open accounts online
- DRIVE-THRU: Just like always, you can do any of your traditional banking.
- Anytime, anywhere access. It’s easy to bank online, with your mobile app and through Cascade touchtone teller.
- How to Enroll In Online Banking, Cascade members enjoy free access to online banking, and enrolling is easy! Just call us at 541-672-9000 to get started.
- Download the Mobile App, our mobile app is not just a way to check your account balance. You can deposit checks, transfer funds to and from other institutions, pay bills and more!
Our No. 1 goal is to provide our member reliable access to the services they count on during this time of uncertainty. As new developments emerge, we will share information with you about how we will continue to operate safely and effectively and provide additional resources.

Warm Regards,

Your Cascade Community CU Team

FINANCIAL RELIEF TO STRESS LESS

We know that these unprecedented times may be causing financial challenges. Please contact us and we will find ways to work through them together: Your safety and financial well-being are our top priority. We have implemented relief measures to help our members experiencing a loss of income during this challenging time. The measures include:

- Call 541-672-9000 to discuss your current situation and how we can help.
- A Skip-A-Pay option at no charge for existing loans.
- Low interest rates and no payments for 90 days when you refinance from another institution. Apply online or by phone at 541-672-9000.

CONNECT WITH US

Our phone center and branch hours remain the same.

- Call 541-672-9000 9- am-5 pm Monday 10- am – 5 pm Tuesday -Thursday and 10 am-6 pm Friday’s.
- Drive up hours: West Harvard & Garden Valley 9-am 6 pm Monday-Friday, Sutherlin 9 am 5:30 pm Monday-Thursday, Friday 9- am 6-pm.
- Email info@cascadecu.org

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