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’ve got the most up-to-date info here on this page. You'll also see updates on our Facebook and Instagram pages.

HOW CAN WE HELP YOU?

BRANCHES ARE STILL OPEN TO SERVE YOU

While our lobbies are now limited, our branch drive-ups are open.

You can:

- **Apply for a loan online** or by phone 541-672-9000
- **Open accounts online**
- Make deposits and withdrawals

At the drive-thru, to get everyone on their way as quickly as possible:

- Have your transaction as prepared as possible.
- If you don’t have a vehicle, you are welcome to walk or bike through as well.

FIND OUT WHERE YOU CAN GET WHAT YOU NEED

- **DRIVE-THRU**: Just like always, you can do any of your traditional banking.
- **EXTENDED SERVICE**: Typical in-branch service that can be now be done in the drive-thru
OVER 30,000 ATMs: Find an ATM here

ACCESS YOUR ACCOUNTS

- 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 isn’t just a way to check your account balance. You can deposit checks, transfer funds to and from other institutions, pay bills and more!

FINANCIAL RELIEF TO STRESS LESS

We know that these unprecedented times may be causing financial challenges. Please contact us and we'll 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.

CORONAVIRUS BUSINESS RESOURCES

- Cascade is also working to help its business members address recent challenges caused by the COVID-19 pandemic. We encourage business members to visit https://www.sba.gov/

BEWARE OF SCAMMERS

Cybercriminals are mimicking communications from financial institutions as well as from expert sources, such as the World Health Organization, the Centers for Disease Control and Johns Hopkins University.

Be on the lookout for phishing emails or unsolicited phone calls that appear at first glance to come from a trusted source. Never click on unknown attachments or links, and DO NOT provide personal identifiable information over the phone or via an unsecure website.

REMEMBER: Cascade will never contact members to ask for personal or account information.

Visit the FTC page for more information on how to protect yourself from scammers.
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

You can schedule an appointment.

- Want to connect one-on-one? We’re here! Schedule an appointment by calling us at 541-672-9000.

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’ll share information with you about how we’ll continue to operate safely and effectively and provide additional resources.

Warm Regards,

Your Cascade Community CU Team