



March 17, 2020

Contact: Judy Walz, Chief Marketing Officer
walzj@vystarcu.org or (904) 908-2699

FOR IMMEDIATE RELEASE

VyStar Adapts Branch Operations in Response to COVID-19

Jacksonville, Florida — Today, VyStar Credit Union announced a temporary change in branch operations to help prevent the spread of the coronavirus (COVID-19) in response to recommendations from local government and national health officials.

Effective Wednesday, March 18th, VyStar will serve members through drive-thru tellers only at all branch locations except for Springfield and Downtown Jacksonville, which do not offer a drive-thru option. Members who frequently conduct business at those two branches can visit VyStar's nearest drive-thru locations in San Marco or Riverside.

VyStar is encouraging members to download the VyStar app in the Apple® App Store or Google Play™. Through the app, members can complete transactions such as check deposits, loan payments, internal and external transfers and more. Members can also access their accounts online via Internet & Mobile Banking.

In addition to 24/7 digital services, VyStar offers more than 20,000 surcharge-free ATMs at retailers such as Walgreens, CVS®, Target, Costco®, Speedway® and Jacksonville-area Daily's locations. VyStar's more than 230 stand-alone ATMs are also free to members.

VyStar understands this situation is fluid and will continue to make decisions based on the safety and well-being of their employees, members and recommendations from government and health officials. Additional information is available at www.vystarcu.org/coronavirus.

If members have any concerns or questions, they are encouraged to call VyStar's Contact Center at (904) 777-6000 or 1 (800) 445-6289. Representatives are available every day from 7:00 a.m. to 7:00 p.m.

VyStar Credit Union is the largest credit union headquartered in Northeast Florida and now serves over 700,000 members, with assets totaling more than \$9.0 billion. VyStar membership is open to everyone who lives or works in the 49 contiguous counties of Central to North Florida and the Southeast Georgia Counties of Camden, Charlton, Glynn & Ware.
