

First Street Office

815 First Street
P.O. Box 2869
Idaho Falls, ID
83403-2869
(208) 523-1071

Eastside Office

2520 Channing Way
P.O. Box 2869
Idaho Falls, ID
83403-2869
(208) 528-8315

Westside Office

2160 West Broadway
P.O. Box 2869
Idaho Falls, ID
83403-2869
(208) 523-1101

Sunnyside Office

3040 Outlet Blvd
P.O. Box 2869
Idaho Falls, ID
83403-2869
(208) 522-3199

Science Center Office

1385 Fremont Ave
P.O. Box 2869
Idaho Falls, ID
83403-2869
(208) 523-2109

Pocatello Office

333 West Alameda Road
P.O. Box 2366
Pocatello, ID
83206-2366
(208) 233-0725

Blackfoot Office

575 Jensen Grove Drive
P.O. Box 806
Blackfoot, ID
83221-0806
(208) 785-0404

Rigby Office

567 Rigby Lake Drive
P.O. Box 375
Rigby, ID
83442-0375
(208) 745-0446

Rexburg Office

258 East Lorene Street
P.O. Box 788
Rexburg, ID
83440-0788
(208) 356-5987

Administrative Office

2520 Channing Way
P.O. Box 2869
Idaho Falls, ID
83403-2869
(208) 523-2722



WESTMARKTM

CREDIT UNION

March 17, 2020

Dear Westmark Member:

To all our valued members we want to thank you for your business and trust in Westmark. Our purpose is to ensure you have convenient access to your funds and to protect those funds by having a financially strong and secure financial institution. There is much uncertainty and perhaps distress concerning the coronavirus (COVID-19). As we all work together, this unfortunate situation will pass with minimal consequences to us and the communities in which we live.

I want to remind you that ALL of our 15 branch locations are open and will remain open. We also have many electronic and “low touch” ways you can access your accounts and do business with us such as online banking, our mobile app, remote deposit capture to deposit checks, debit/credit cards, phone center, Call 24, and branch drive up windows. If you would like more information on our electronic services please contact your local branch or call 1-800-574-5626.

We also stand ready to work closely with you to help find solutions should you face financial difficulties resulting from these unique times. Please contact your local Branch Manager or Financial Services Officer if you need assistance.

Thank you for being a valued and loyal member and for the trust you place in us. We will continue to do everything we can to help you achieve your financial goals and dreams. If you have any questions regarding your accounts please contact your local branch. Information regarding the coronavirus is available online by visiting the websites for the World Health Organization or Center for Disease Control.

Respectfully,

Richard L. Leonardson, CEO

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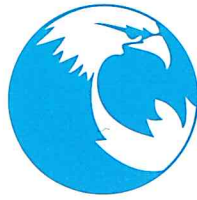
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WESTMARKTM

CREDIT UNION

March 18, 2020

Dear Westmark Member,

I want to keep Westmark members informed as we learn more about COVID-19 and the responsible things we can do to protect you, our employees and fulfill our social responsibility to help stop the spread of this virus. I want to make you aware of additional measures we have implemented to help protect our employees and the public and to offer recommendations to you on how you can help protect yourself and our employees as you do business with us.

- We are practicing “social distancing” as recommended by health organizations. Keep a safe distance from each other and avoid shaking hands. We ask that you will do the same when visiting our branches.
- We have hand sanitizer stations at the entrance to each branch. Please use the hand sanitizer as you enter and leave the branch.
- We have increased cleaning and disinfecting of counters, desks, door knobs and other high touch areas.
- Whenever possible I recommend you use our “low touch” options when completing your banking business. Branch drive up windows, contacting us by telephone, or utilizing our wide range of electronic services such as online and mobile banking, remote deposit capture for depositing checks, debit/credit cards and Call 24. These are great options to help minimize your contact with the public.
- You can apply for any loan online or by telephone. You will be able to complete and sign loan documents digitally for all loans (except mortgage loans). We are happy to serve you in the branch as well.
- Remember that your funds are federally insured by the National Credit Union Insurance Fund (NCUSIF) up to \$250,000. Westmark will be open for your convenience every regular business day.

Thank you for your business and putting your trust in Westmark. We will do everything we can to help protect you and our employees as we work together during this health crisis. We stand ready every day to help you achieve your financial goals and dreams.

Sincerely,

Richard L. Leonardson, CEO