



Member Solutions



Financial tools and resources to help you build exactly the life you envision.

CREDIT UNION

7 17 Credit Union Coronavirus (COVID-19) Update

7 17 Credit Union is continuing to monitor the national, state and local circumstances surrounding the spread of the coronavirus (COVID-19). We are working diligently to provide our members with the high-level service and accessibility they've come to expect with 7 17 while following the National Centers for Disease Control and Prevention recommended guidelines for wellness and prevention.



All 7 17 branch lobbies were temporarily closed to regular traffic on March 23. Lobbies are being used solely for essential non-transactions service by appointment only. Our Airbase branch, which does not have a drive-thru, remains open. Additionally, in an effort to separate key functions at our Corporate Operations Center, 7 17 temporarily closed our North Jackson branch and moved a portion of our back office functions there.

All other drive-thrus and ATMs are operational to serve our members' transactional needs. In addition to our traditional drive-thrus, our Larchmont (Warren), Canfield, Cortland and Canton drive-thrus offer Personal Teller Machines (PTMs) which provide services via two-way video with a Personal Teller or members can use the machines in self-service mode.

Remote Options

Just as we ask our employees to remain home if they are ill for the safety of our members and staff, we encourage members who are ill to avoid using 7 17 locations, and instead utilize remote service points like 7 17's Online Banking and Mobile App and telephone banking. If you have not taken advantage of these services in the past, but are interested in learning more, please visit www.717cu.com/Personal.

For members practicing social distancing and trying to reduce face-to-face interactions, our drive-thrus, ATMs and PTMs can provide you with numerous account transaction options. Online account opening and online loan applications are also available on our website and many of our loan options can be completed electronically.

Up-to-Date Information

In the event that circumstances necessitate any changes in member service, we will notify members as quickly and effectively as possible. For the most up-to-date information, we recommend checking our website at www.717cu.com.

7 17 remains committed to assisting our members and we appreciate your understanding and cooperation during this difficult time.

62nd Annual Meeting Dinner Canceled

As the credit union continues to act in the best interest of our members and employees in response to the coronavirus (COVID-19), 7 17 is cancelling the 62nd Annual Meeting dinner that was to be held on Tuesday, April 28 at DiVieste's Banquet Room. This action also follows the National Centers for Disease Control and Prevention (CDC) guidelines that discourage large gatherings of 50 people or more.

Annual meeting dinner reservations have been suspended and refunds have been issued for those that may have incurred a fee.

Scholarship winners, typically recognized during the annual meeting dinner, will receive their scholarships in a timely manner. We will provide future communications to winning students and parents/guardians as we make changes to our process.

We appreciate your patience and understanding under these circumstances.

No Contest Election Announcement:

The Nominating Committee has declared a NO CONTEST election for the open Board of Director positions. As of the August 31, 2019 deadline, only the directors up for reelection had submitted letters of intent to run.

Respectfully.
Yours.

7 17 is here for our Members

While 7 17 remains hopeful that any impact of the coronavirus (COVID-19) on our communities is well-mitigated and short-lived, we are committed to working with members that may suffer financial hardships as the result of the current situation.

To help our members through this difficult time, 7 17 is offering free skip payments, loan extension agreements and loan modifications. Members can learn more by calling our TeleServices department:

Trumbull: 330-372-8100

Mahoning: 330-726-0344

Portage: 330-677-0001

Stark: 330-492-1106

Elsewhere: 800-775-7741



Always be vigilant to prevent fraud, especially in uncertain times

Fraudsters are leveraging fears over the coronavirus (COVID-19) as an opportunity to scam financial institutions and individuals. Scams include phony websites, fake GoFundMe accounts and phone calls and text messages that ask for personal information.

We want members to be aware of the measures you can take to safeguard your information, whether using your personal computer, laptop or any mobile device. By visiting www.717cu.com/bestpractices, you can review safety information for online and mobile banking, mobile devices and email, as well as fraud prevention tips.

Here are a few quick tips to keep your information safe:

- If you did not request to be contacted, do not give your account information or Online Banking login credentials to anyone who is contacting you by phone or online.
- If you receive a phone call, email, text or other electronic communication that is suspicious, do not give out any personal or confidential information.
- If you feel that your account information may have been compromised, please contact 7 17.

It's important to note that 7 17 will never call you or text message you requesting your NetWorth24 Online Banking username or password, your account numbers, your social security number or other private, identifying information.

We're introducing a new, easier way to pay your 7 17 loans

Starting Monday, April 6, we've made the process easier for members to pay their 7 17 Credit Union loan using a savings account, checking account or a debit card from another financial institution through NetWorth24's Online Banking or Mobile App.

Plus, members will have the option of setting up recurring payments, and can benefit from an extended 4:30 p.m. cutoff for same day processing!

Because this is a new process, please note that new and existing users of this service using a savings or checking account must complete a validation process before they can use their external financial institution account to make a 7 17 loan payment. During the validation process, members will see two trial deposits go in and out of their account at their other financial institution. The validation process can take up to three days. Once completed, the validation process does not need to be repeated unless the external account information changes.

Setting up your external financial institution is simple.

- Using NetWorth24's Online Banking or Mobile App, select the Loan Pay option* and
- Enter your external financial institution's information.

*You can find the Loan Pay option under the "Move Money" tab in online banking or the "More" menu bar on the mobile app.

The service is free for members paying with a savings or checking account from another financial institution. Members that choose to pay with a debit card will incur a \$4 processing fee.

For more information on 7 17's new Loan Pay process, visit www.717cu.com/Loan-Payment.

