

# COVID-19 (Coronavirus) Information for WyHy members

**This page was last updated: May 12 at 9:00 a.m. MT.**

Valued WyHy members:

**WyHy's continued priorities during this time of concern about (COVID—19) Coronavirus is the safety and health of our members, the WyHy team and our communities while following all state, county and federal guidelines. We continue to monitor this evolving and fluid situation. Rest assured that WyHy is taking precautions to protect the health and safety of our members and our employees.**

We encourage you to keep this page pinned on your browser so you can visit it frequently and get the most up-to-date information.

## Current service updates

Beginning **Monday, May 18, 2020**, lobby branches will be open resuming normal hours listed below. Please know we're making the safety and wellness of our members and the WyHy team a priority as we begin to see you in-person again. When visiting a branch please comply with CDC recommended social distancing of six feet. The WyHy lobby team members will be wearing masks, and we ask that you do the same. If you are experiencing symptoms of illness, or have been around someone who has symptoms of illness, please phone our Contact Center or use our online or remote banking options rather than visiting us in-person. If the lobby branch is extremely busy the number of members allowed in the branch at a time will be limited for everyone's safety. We strongly encourage you to continue to use the drive up Video Teller Machines for transactions rather than coming into the branch lobbies.

### **Lobby and Contact Center hours effective May 18, 2020:**

**Monday: 8:00 am to 5:00 pm MT**

**Tuesday: 8:00 am to 5:00 pm MT**

**Wednesday: 9:00 am to 5:00 pm MT**

**Thursday: 8:00 am to 5:00 pm MT**

**Friday: 8:00 am to 5:30 pm MT**

**Saturday: 9:00 am to 12:00 noon MT**

WyHy continues to serve you, as always, at the drive up Video Teller Machines.

### **Drive-up Video Teller Machine hours effective May 18, 2020:**

**Monday: 8:00 am to 5:00 pm MT**

**Tuesday: 8:00 am to 5:00 pm MT**

**Wednesday: 9:00 am to 5:00 pm MT**

**Thursday: 8:00 am to 5:00 pm MT**

**Friday: 8:00 am to 5:30 pm MT**

**Saturday: 9:00 am to 12:00 noon MT**

Outside the above service hours, the Video Teller Machines switch to an ATM where you can conduct transactions: withdrawals by choosing your denomination, cash deposit, check deposit and transfers.

Note: Video Teller Machines can be used in ATM mode 24/7.

The night deposit is also available.

WyHy has augmented daily cleaning procedures with the use of recommended disinfectant products on high-touch surfaces, has hand sanitizer readily available, and is educating branch teams on best practices recommended by the [CDC](#). The WyHy team will wipe down equipment and facilities throughout the day.

In the event that additional WyHy closures become necessary, closure and service update information will be posted in this section.

## Accessing Your Account

Although the lobby branches are open we encourage you to stay home and utilize the following remote options for financial needs: call WyHy at 800-442-2392 or access your account from anywhere 24/7 using WyHy's [Online Banking](#) or the WyHy [Mobile App](#). Whether you're applying for a [loan](#), [paying a bill](#), [depositing a check](#), checking an account balance or transferring money using WyHy's mobile app, our goal remains to empower you to conduct your business quickly and easily.

When using WyHy [Digital Wallet](#) from the Apple Pay, Samsung Pay, Google Pay, and other apps, your WyHy credit and/or debit cards become one with your Smartphone, allowing a safe and simple way to make contactless mobile payments.

Consider setting up [direct deposit](#) to have recurring payments, like your paycheck, automatically deposited in your account.

You can also make [loan payments online](#). WyHy is waiving the online loan payment fee for a limited time.

If you are not enrolled in Online or Mobile Banking and you need assistance with the process, please [contact us](#). Please be aware that our hold times may be longer than usual due to the current increase in call volume.

If you need to access cash WyHy members have free access to 30,000 ATMs in the CO-OP Network®. You can find the nearest ATM [here](#).

WyHy participates in shared branching so WyHy members have access to 5,600 Shared Branches. You can find the nearest Shared Branch [here](#).

## "We're with you"

Lastly, we want to stress our commitment to helping members experiencing hardships, including from COVID-19. If you have an existing loan, you may qualify for [Skip-a-Payment](#). WyHy is waiving the Skip-a-Payment fee for a limited time. To Skip-a-Payment on your Credit Card call 800-654-7718.

If you have been affected by COVID-19 and need help with your accounts, email us at [COVID-19@wyhy.org](mailto:COVID-19@wyhy.org) or call 800-442-2392 for assistance.

WyHy will never ask for confidential information over the phone or via email such as your name, password or personal identification number (PIN). We will ask you to verify certain account details. See the [Federal Trade Commission's](#) consumer advice to protect yourself from scams.

Please be aware that fraudulent activity is on the rise, visit our [COVID-19 Fraud Alert page](#).

For the latest information on COVID-19, visit [Centers for Disease Control and Prevention](#) resource center and [Wyoming Department of Health](#).

“We’re with you” and WyHy is committed to working in your best interest during this ongoing public health concern and to be your lifetime financial partner through all life situations! Thank you for your continued patience as we work to provide seamless service while supporting efforts to reduce the spread of the COVID-19.

Thank you for your continued support and trust in WyHy.