

# COVID-19 (Coronavirus) information for WyHy members

**This page was last updated: April 3 at 1:00 p.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. 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.

## Your Deposits are Federally Insured

Since 1953, WyHy has been a Wyoming-based financially sound institution—and that remains true today. You are banking at a successful, financially sound Credit Union with strong earnings, net income and capital.

Your hard-earned savings remain safe and secure. Your deposits are federally insured to at least \$250,000\* (IRAs are separately insured up to an additional \$250,000) through the National Credit Union Administration ([NCUA](#)) and backed by the full faith of the United States. And, your accounts held in joint ownership may qualify for even greater insurance coverage.

We invite you to the following website for additional information on the National Credit Union Insurance Fund administered by NCUA:

[NCUA.GOV – Federal Share Insurance](#)

## Current closures and service updates

Beginning Wednesday, March 18, 2020, lobby branches closed to comply with CDC recommended social distancing for the safety and health of our members, the WyHy team and our communities. The WyHy lobby team members have joined the WyHy call center team to continue to serve you.

**Call Center hours effective April 6, 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 April 6, 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. Or during the above service hours you can chose to use the Video Teller Machines in ITM mode if you prefer.

The night deposit is also available.

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

WyHy is doing everything possible to keep our drive-up Video Teller Machines open and call center staffed, while also ensuring the health and safety of our members and WyHy team. At this time all of our team are working remotely so that we can continue to serve you.

## Accessing Your Account

As we do our part in following the directives of local and health authorities, we do 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 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<sup>®</sup>. 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](#).

If you cannot complete your transactions via a WyHy drive up Video Teller Machine, Night Deposit,

ATM or Online Services, please [contact us](#) to speak with a WyHy representative regarding your circumstances.

If you need a new debit card while we can't instant issue you a debit card in our lobby right now, we can still order you a debit card to be mailed right to your door! Just [contact us](#).

If you need a cashier's checks please [contact us](#) as we are still able to mail out cashier's checks for large purchases, such as buying a vehicle. For smaller amounts, or for monthly reoccurring bills, we recommend utilizing our [BillPay](#) option through [Online Banking](#), which is completely free to use!

Also, we can order a box of checks for you if you prefer or you can order yourself in [Online Banking](#) or [direct](#).

If you are in Cheyenne and need access to your Safe Deposit box please [contact us](#).

## "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 emerging 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. Our leadership team is staying closely connected and working tirelessly to advance our preparedness and respond appropriately.

Thank you for your continued support and trust in WyHy.