



## Coronavirus Update.

We are certainly living in unprecedented times. As such, we felt it was important to communicate with our client family all of the actions Financial Credit Network is taking until further notice:

### **How are collection calls being handled?**

We will continue making calls to your consumers. We, as always, will treat them with dignity, respect and kindness. We are LISTENING to hear what they might need. We are allowing leniency on payment arrangements during this time and allowing for time for those who cannot pay. REST ASSURED YOUR CONSUMERS ARE BEING CARED FOR.

### **Here's what's happening with our facility and team members.**

We have closed our building to the public. All consumers who want to pay at our counters will be offered our drop box or asked to call in to pay online. Mail/package deliveries will be left at our door and our team members will retrieve.

All employees with the ability to work remotely are being asked to stay home.

For those staying onsite:

- Team members have been situated at least six feet from one another.
- All non-essential errands around the building have ceased. Employees are asked to stay in their desks at all times except for breaks/lunch.
- Breakroom services reduced – employee must eat at their desks, in their cars or offsite (home).
- All employee meetings with more than 5 people are suspended or done via technology.
- We are conducting frequent sanitization and require hand washing after touching mail, packages, etc.
- Beginning next week, we will be taking our employee's temperatures when they enter our building to ensure any infection does not spread.
- Employees who are sick or who have sick people in their homes are not allowed to enter our building until they have been fever free for 14 days.

Other important notes:

- All face to face meetings with clients/vendors have been suspended until further notice.
- Attendance at all conferences through April has been cancelled.

### **What will we do if we are mandated to close?**

We have identified key personnel who will be able to continue to work from home. We will continue operations as long as the State allows.

As we continue to face the unknown, we look to each other for encouragement and support. We will continue to keep you informed on any changes to the above status. Please let us know if there are ways we can help your team.

Our Client Service Representatives are here to assist you (remotely). Please call 800-540-9011 or 559-733-7550 with any questions or concerns.