

Our Response to COVID-19

A Letter to Our Members

The COVID-19 pandemic is affecting all of our lives, families, businesses, and communities. We at Aspire are here to serve and support you during this truly unprecedented time.

Our thoughts go out to those who are affected by the coronavirus, whether directly or indirectly. For those who are ill or have family who are ill, our hearts are with you and we send our wishes for a complete and speedy recovery.

We want to send a huge THANK YOU to the healthcare professionals, first responders, grocery store employees and suppliers, and countless others including our own employees who continue to work each day in the credit union to ensure you have access to all of the services of your credit union.

As an essential service, Aspire is committed to supporting our members, community, and our employees. We are ensuring safe work practices, and are prepared for whatever the next few weeks may bring.



We are here to serve you!

Our Drive-Up Window is open from 7:30am - 6:00pm, our ATM is available 24/7 as is our Audio Response, Mobile Banking and our Mobile App. If you have a transaction that cannot be completed online, through the drive-up, or over the phone, or if you're having trouble accessing your accounts through our other options, please contact us at 701-837-5353.

We're Here to Help

We've waived some fees and modified products and services to relieve as much financial burden as possible on our affected members and others in the community.

- Skip-a-Pay is available for members, subject to eligibility. Visit our website at aspire.creditunion or call us at 701-837-5353 to apply.
- We are committed to working with impacted members facing other loan repayment challenges. Contact us to discuss potential hardship assistance options.
- We have created a Hardship Loan program for those who's income has been affected by the pandemic.
- We have altered our 2020 Scholarship to better suit the new learning environment. Find out more online at aspire.creditunion.
- We've implemented a 60 day no payment period for new and refinanced autos with Aspire.

Contact us with any questions or concerns: 701-837-5353 or email us at support@aspire.creditunion.

COVID-19 and Fraud

Fraudsters are using the collective fear surrounding COVID-19 to scam innocent people. Below are five precautionary steps the Federal Trade Commission (FTC) shared to avoid becoming a fraud victim. Visit consumer.ftc.gov for the full list.

1. Don't respond to texts and emails about checks from the government. The details are still being worked out. Anyone who tells you they can get you the money now is a scammer.

2. Watch for emails claiming to be from the Centers for Disease Control and Prevention (CDC) or experts saying they have information about the virus. For the most up to date information about the virus. For the most up-to-date information about the Coronavirus, visit the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO).

3. Know who you're buying from. Online sellers may claim to have in-demand products, like cleaning, household, and health and medical supplies, when in fact, they don't.

4. Ignore online offers for vaccinations. There are currently no vaccines, pill, potions, lotions, lozenges, or other prescription or over-the-counter products available to treat or cure Coronavirus disease 2019 (COVID-19) -- online or in stores.

5. Do your homework when it comes to donations, whether through charities or crowdfunding sites. Don't let anyone rush you into making a donation. If someone wants donations in cash, by gift card, or by wiring money, don't do it.



As always, if you have questions or concerns about any communication you receive about finances, please feel free to call us at 701-837-5353.

Aspire to more.

