



To All Northwestern Mutual Credit Union Members,

Your health, and the health of our staff, is our top priority. In order to do our part to help slow the spread of COVID-19 by limiting close personal contact, **effective immediately, we will be temporarily closing our lobbies until further notice.** For special circumstances that require an in-branch visit, please give us a call to arrange. We will handle these situations case-by-case. We'll continue to update you as the circumstances change and our plans to resume lobby service evolve.

Our [Shared Branch Network](#) continues to be available with a number of those branches offering drive thru services. We recommend calling the branch before visiting.

Phone and email support remain available during our normal business hours, 8:00 AM – 4:00 PM Monday – Friday. We can be reached at 414-665-3423 or email at credit-union@northwesternmutual.com.

Loan services will continue at this time, with loan closings handled electronically whenever possible.

Surcharge-free access to 37,000+ ATMs nationwide is available through [AllianceOne](#) and [MoneyPass](#) networks.

You can always access your accounts, pay bills, make loan payments and transfer money using [Online Banking](#), your NMCU Mobile App, or Audio Response by calling (414) 665-2992 or (800) 508-9670.

Not enrolled in online banking? Click '[Log in](#)' to Virtual Branch on our website and select 'First time user – enroll in online banking' to get started.

Northwestern Mutual Credit Union is financially strong and well prepared to serve our members during uncertain and turbulent times. We are taking a number of precautionary measures including:

- Extra cleaning and sanitizing in our branches. We're ramping up our regular cleaning and sanitizing all surfaces multiple times a day.
- Account Access – no matter what. We are making sure all essential banking functions will continue, and you will continue to have online access to your accounts in the event of a local outbreak.

The decision to temporarily close our lobbies was not an easy one to make, but in light of recent guidance from the CDC and our focus on member and employee safety, we felt it was necessary. We will continue to monitor the situation as it develops and evaluate additional measures to support our members and community. We hope to resume lobby service as soon as possible.

Thank you for your understanding and patience,

Scott Bliss, President
Northwestern Mutual Credit Union