

Message From The CEO

April 2020



Dear Valued Member,

I hope this letter finds you and your family well. I miss seeing you in our branches but feel better knowing that we have taken steps to protect your health. The coronavirus pandemic has impacted everyone on emotional, health and economic levels. We all have a story of how it's affecting us and there will be many more to follow.

cPort's role in the community is to serve your financial needs and be a secure place to keep your money. We are here for you through thick and thin.

Over the course of 89 years, our organization has grown to be one of the strongest financial institutions in Maine. Our members, and their loyalty and trust in us, ensures that we have the financial strength to support you through this unsettling crisis. Your funds are safe at cPort. We have strong capital, liquidity, income and technology to weather this storm and provide you with all of your banking needs even during a crisis.

Looking back, when we realized how serious the situation was, we adjusted very quickly. Honoring our commitment to you, cPort's entire operations system went completely remote so we could serve your needs from a safe distance. We transformed our operations in a matter of days. We were the first credit union in the area to move completely to a drive-thru only transaction model. We tripled the staff available in our Member Care department. I want to say thank you for your kindness at the drive-thru windows and quiet patience as we continue to adjust to the rapid changes taking place. We want to remain a partner with you, staying connected in all ways.

I am inspired by the responsiveness and care reflected in our team. Our employees are working tirelessly to serve you and allow you to continue your banking with us. We know you rely on us to carry on your businesses and to keep the wheels of everyday life moving. We quickly took action to protect public health and one another. Our staff immediately put in place a system to help our members in a time of crisis. To watch how they worked as a team and rise to this occasion together is truly exemplary. They quickly adapted to working from home and took on new roles as needed. Departments collaborated, sharing ideas to address and help with a surge in member demand. I am very proud of them all.

Continued on back...



Although we are hoping to see a decrease in virus cases this spring, we are prepared for whatever may come. Our staff continues to follow CDC guidelines to ensure employees in the branches help members at drive-thru windows safely. We have implemented a seamless system for all employees to run cPort remotely if the need arises. Member access to our employees by phone and e-mail will not be impaired even if branch availability becomes reduced. We are here to take care of your financial needs even if the environment gets extremely challenging, because virtually all of your requests can be supported remotely. We will continue to work and improve our approach and we ask that you remain patient with us as we adapt. This is a good opportunity for you to become familiar with all the ways you can bank remotely with us. We are here to help you with an expanded team of knowledgeable specialists.

On this note, earlier this year we launched our new eBanking product, offering our members a more intuitive and robust online banking experience. This new platform allows you to do virtually all your banking on your computer or mobile device. Our software was tested and fully vetted to run at optimal performance. Members are rapidly embracing this new technology, and we have staff available to assist you through the set it up if you haven't had the opportunity to do so yet.

We understand many of you may be facing hardship. We have tried to be sensitive to our members' needs and immediately realized relief from financial stress is paramount. If you have been directly affected by the disruption caused by COVID-19, visit our website to go over options we have to help you.

As we adjust and prepare for the coming weeks and months, we will keep you updated on the **cPort Member Info HUB** which can be found on our website. For now, be smart and safe. Reach out if you need anything. Check in on neighbors and friends, while maintaining a safe distance.

On a positive note, we've transitioned to spring. Flowers unfolding in garden beds and native birds returning provide hope. We'll get through this together.

If you have any suggestions or questions about how cPort can better serve you, please feel free to contact me at 207-253-4111 or eardito@cportcu.org.

Sincerely,



Gene Ardito
President & CEO