



**MOUNTAIN WEST**  
Credit Union Association



**Wyoming Bankers Association**

March 24, 2020

Governor Mark Gordon  
State Capitol  
200 West 24<sup>th</sup> Street  
Cheyenne, WY 82002

Dear Governor Gordon,

We write to you today on behalf of Wyoming's financial institutions to inform you about the industry's coronavirus response, as well as inform you of concerns that are of immediate and critical importance to the financial services sector.

We urge you to expressly designate financial institutions as essential services during this state of emergency. It is imperative for consumers to know that their state and federal financial institutions remain open for business and are poised to safely provide the products and services they need. Financial institutions (credit unions and banks), including those located inside grocery stores and other private businesses that do not have drive-up capability, must be essential services in the event a statewide stay-at-home order is declared. Indeed, the US Department of Homeland Security has issued Guidance on the Essential Critical Infrastructure Workforce declaring financial institutions as critical infrastructure (see <https://www.cisa.gov/publication/guidance-essential-critical-infrastructure-workforce>).

Second, in response to media reports urging consumers to hold a month's worth of cash, financial institutions have seen increased demand for cash. It is important for Wyomingites to know from elected officials and the media that the safest place for people to keep their money is in an insured financial institution. This issue is exacerbated when government requests all businesses shut down, without stressing that financial institutions and ATMs will remain open as an essential service. We are asking that government leaders at all levels help us assure the public that their deposits in credit unions and banks are federally insured and guaranteed by the full faith and credit of the United States government.

Lastly, we can assert with confidence that many financial institutions have already implemented emergency programs such as modifications to existing loans, deferred payments, fee waivers, new loan products, financial counseling, debt consolidation, and other services. Financial institutions are also increasing ATM/debit card limits and offering new lines of credit for small business borrowers.

Additionally, the top concern and priority for all Wyoming financial institutions is keeping their members, customers, volunteers and employees safe while also continuing to provide services. Some of their efforts include:

- Increasing the frequency and intensity of cleaning and sanitary practices at all facilities.
- Enhancing mobile and digital product and service delivery systems and encouraging customer usage.
- Closing or limiting access to lobbies and encouraging drive-up and night box usage.
- Encouraging telephonic and web-based appointments.
- Instituting work from home arrangements for non-customer facing and higher risk employees.
- Instituting travel restriction on employees.

Thank you for your leadership. We stand ready to help Wyoming members, customers and businesses during this difficult time.

Sincerely,

Scott Earl  
President/CEO  
Mountain West Credit Union Association

Michael Geesey  
Executive Director  
Wyoming Bankers Association