



Corporate Federal Credit Union

**Corporate Headquarters:**

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March 17, 2020

Dear Members of Alloya Corporate FCU:

One week ago, Alloya activated its Pandemic Response Plan. In summary, the plan is working. We have been able to support “business as usual” with all our employees able to successfully work from home during very unusual circumstances.

We are now ready to support our members’ business continuity plans to an even greater level. Premier View continues to represent outstanding technology and an effective tool as part of any continuity plan. Even if you or a member of your staff have never used Premier View, Alloya can provide accelerated training for you so you are able to perform cash management, wire processing, ACH receipt, ACH origination, coin and currency orders, support of international payments and check processing. As always, do not hesitate to call our Member Services team at (800) 342-4328 if you need support in any of these payment areas.

**People**

- Our team views itself as an extension of your credit union and this philosophy has never been more important. As more credit unions begin to activate their business continuity plans, please contact [memberservices@alloyacorp.org](mailto:memberservices@alloyacorp.org) to notify us if you have activated yours. Let us know what is working for you and where you may have questions or concerns – we will try to help you through these difficult times.

**Member Service**

- Alloya’s service standards remain at high levels. Premier View’s availability remains unaffected and, as always, a live representative will always answer your call within seconds. Be warned, however, you may hear a dog or kid in the background!
- We realize that working from home will present unique challenges. Some members have realized they are not able to access their Fed terminal and process wires from their homes. As an alternative, these credit unions are now using Premier View for wire activity since this technology can be safely and securely accessed from home or other remote locations.

**Financial Performance**

- Alloya’s cash balances and liquidity levels have never been higher. It seems that most consumer activity has stopped. In the near-term, savings account balances are increasing, and loan growth is slowing. We continue to monitor the economy, member activity and government actions closely as the country manages through shut down periods unprecedented in our history.
- Most importantly, Alloya remains well-positioned for the new lower interest rate scenario. As insurance against sustained low short-term interest rates, Alloya purchased interest rate floors a few years ago. As a result, Alloya projects continued profitability for 2020 and 2021 despite the challenging environment.

In summary, thank you for your continued support. Alloya would not be in the strong position necessary to help the membership through these difficult times without your strong belief in the cooperative model. I believe the next few weeks will be challenging, but rest assured the team at Alloya will maximize our best efforts to support your needs.

Sincerely,

**Todd M. Adams**  
Chief Executive Officer