

# BAPTIST HEALTH SOUTH FLORIDA Federal Credit Union Information for Employees



We are here to help our members navigate the current COVID-19 pandemic by offering several ways to support those experiencing financial hardships. Baptist Health South Florida FCU is offering the following Member Relief Plan options if you are impacted by a pandemic-related financial hardship.

- Pandemic Relief Loan –The loan amount runs from \$1,000 to \$2,000. The term is 12 months with 0% interest and no payments for 60 days. After 60 days, the interest is 9% APR. [Click here](#) to apply for a loan.
- Loan Payment Extension – If you have lost income or incurred unplanned expenses due to the COVID-19 pandemic, you can request a 60-day loan payment extension. [Click here](#) to request a loan extension.
- We are temporarily waiving the following fees for all members:
  - NCCL application fee (normally \$20)
  - Money Order fee (normally \$2 each)
  - Official checks (normally \$10 each)
  - Foreign ATM Withdrawal, Balance Inquiry and Transfer Fee
  - Shared Branching Withdrawal and Transfer Fee
  - Share Excessive Withdrawal Fee
  - Money Market Excessive Withdrawal Fee
- Modified Branch Hours – To better protect our employees and members, effective immediately and until further notice, all branches will follow the schedule below.

MODIFIED BRANCH HOURS					
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<b>Baptist Branch</b>	9 a.m.- 4:30 p.m.	9 a.m.- 4:30 p.m.	Branch Closed*	9 a.m.- 4:30 p.m.	9 a.m.- 4:30 p.m.
<b>West Kendall</b>					
<b>South Miami</b>					
<b>Homestead*</b>	9 a.m.- 4:30 p.m.	9 a.m.- 4:30 p.m.		9 a.m.- 4:30 p.m.	9 a.m.- 4:30 p.m.
<i>*The Homestead branch closes for lunch every day from <b>12 noon-1 p.m.</b></i>					

While this pandemic has forced us to reduce our branch hours, we want to remind you that our Contact Center is available to assist you **Monday-Friday, 8:30 a.m. - 6:00 p.m.**, by calling **786-257-2300**.

You can also access your accounts via [Online Banking](#) and our [Mobile App](#) 24/7/365. If you need to access your funds, we have [14 free ATMs](#) conveniently located throughout BHSF properties. You also have access to over 1,000 [Publix Presto ATMs](#). If you haven't used your ATM or debit card in some time, we recommend that you confirm that you still have it in your possession and that you know your PIN number.