



## **We're doing our best to protect you and protect our staff**

### **A message from our CEO**

The past few weeks have been extremely challenging for all. The unprecedented health crisis that is the COVID-19 pandemic has tested us all. It has placed a strain on staff, a strain on resources and no doubt, at time tested your patience. Since the beginning of this crisis, we have had one overriding goal and that is the health and safety of our staff and members. To achieve this goal, we made a lot of changes:

- The Annual General Meeting was postponed and will now be held as an on-line vote.
- Staff members have been restricted to only their branch. There is no inter-branch movement of staff. This includes the Sidney St. location where we have segregated the corporate staff on the second floor from the branch staff on the main floor.
- We have utilized our RCAF Rd. location to separate our accounting and compliance staff into two groups by sending some staff there and leaving some at Sidney St.
- We have split the Sidney St. staff into two teams who are now working in rotation.
- Branch hours have been reduced to 10:00 am to 3:30 pm 5 days a week at all branches. We have closed on Saturdays.
- We have asked members to only visit a branch if absolutely necessary and we have encouraged the use remote services such as online and mobile banking, telephone banking and ATMs.
- We have limited access to the branch to no more than 5 members at a time and we are asking health questions at the door to reduce risk.
- Social distancing within the branch is being maintained through signage and markings on the floor.
- Face to face meetings with our lending or wealth staff are now by appointment only and only take place if there is no other way to conduct the business.
- We have temporarily waived the fee on email money transfers so you can use this efficient on-line service at no cost

Even with these measures, one of our best tools we have at this time is the good old-fashioned telephone. We are asking you to only visit a branch if absolutely necessary but we realize that you still need answers and the phone is how you get them. So, to prioritize your phone calls, we are making another change. **EFFECTIVE Monday, March 30<sup>th</sup>, we will be closing our Frankford branch to the public and will be turning the branch into a temporary call centre.** During business hours, we will now have staff dedicated to answering your calls and getting you the information that you need. Now there will be even less reason to come into a branch, making it safer for you and safer for our staff.

We want to thank you for all of your co-operation and patience over the last couple of weeks and for as long as the pandemic lasts. We also want to assure you that we are working hard to help you navigate this crisis and provide whatever assistance that we can. We are in this together!

Carrie Gregoire, CPA, CGA  
President and CEO