



With growing concerns around COVID-19 (“coronavirus”), we wanted to provide you with an update on our response to date and our commitment to our members and employees moving forward. The health, safety and well-being of our employees and members is our top priority and we are following the lead of Canadian public health authorities at this important time.

Please know everyone at Quinte First Credit Union remains committed to providing the best possible service to our members, and all of our locations and services continue to operate.

At this time, we understand that some people may have concerns venturing out, attending public events or going to public places. We also know that our physical branch locations could fall into that category. While we have always had strong cleaning practices in place, we continue to promote regular and thorough hand-washing by employees, vendors and visitors. Hand sanitizer stations are available throughout Quinte First and door knobs and countertops throughout the Credit Union are disinfected throughout the day. Employees have been reminded of our sick policy which is in place to ensure that any employee displaying symptoms will stay home.

If venturing out is not for you, we would like to remind you that Quinte First has a number of digital options available to help meet your financial needs:


- **Online banking** offers many of the same services that you can access by coming into the branch, including paying your bills and making loan payments.
- **Mobile app** works on most mobile devices, offering the most sought-after features of online banking, whenever and wherever it suits you.
- **Telephone banking** - offers many of the same services that you can access by coming into the branch, including paying your bills and making loan payments.
- **INTERAC e-Transfer†** is a quick and secure method to transfer funds. All you need is your recipient’s email address or mobile phone number to send money in just a few quick and easy steps.

To reduce the risk of exposure, we have implemented changes in how we offer services. While still offering all of our services, we are looking at ways that we can reduce or eliminate face to face contact or the need to meet in person. In addition to the remote services described above, we encourage members to use our ATMs or contact us by phone to conduct bill payments, account transfers or balance inquiries. Those members who need to speak with our lending or wealth advisors will have the majority of their business conducted by phone or e-mail. Face to face meetings will only take place as absolutely necessary. These changes are temporary and are designed to reduce the risk for both our members and our staff. If you do come to a branch, we will be greeting you without offering a handshake. Rest assured that despite these changes our core values remain the same. Our promise to support our members remains the same as it always has been.

We do ask in the interests of public health and for the health and safety of all of our staff and members, please don't visit a Quinte First branch in person if you are feeling sick, have travelled outside of Canada in past 14 days or been exposed to anyone who has travelled outside of Canada in the past 14 days. Thank you for your understanding.

This situation is unprecedented. It is very fluid and evolving every day. Be assured that we are continuing to monitor the situation closely and we will implement further precautions as required or in response to additional government measures. We will provide updates as necessary.

Thank you for your business. We are here to help you achieve your goals over the long-term, however challenging the times may be.


Carrie Gregoire, CPA, CGA
President & Chief Executive Officer
Quinte First Credit Union