



COVID-19 and Your Credit Union. 2020-03-16

The continued spread of Coronavirus (COVID-19) in Canada and around the world has understandably raised concerns for you and your families. At OECU the well-being of our member/owners and employees is of the deepest concern to us. We want you to know that your safety and our employee's safety will remain our top priority as this situation continues to evolve.

We are taking important steps to help you stay protected.

We continue to monitor the situation closely and are following the latest guidance from local, provincial and federal health authorities, including the [Public Health Agency Canada](#) and the [World Health Organization](#) to ensure that our practices are aligned with the latest and changing recommendations.

Same Great Service just less in-person for now.

We are prepared to do everything we can to ensure your banking experience continues uninterrupted. Technology allows us tremendous flexibility in serving our members while limiting in-person meetings to those that are necessary.

Please don't be offended but we are asking employees not to shake hands or fist bump if you need to come in.

You can do most of your banking online or using your smartphone or other mobile device, wherever you are. This includes e-transfers and bill payments.

As a member of the Exchange Network OECU members have access to thousands of surcharge free ATM's where you can withdraw, deposit, pin changes and more. To find ATM's or download the app please see [The Exchange Network](#).

We are here to serve your financial needs.

We understand your concerns during this time, so we're taking additional steps to keep our spaces safe for you and our employees. We have increased cleaning of our branches, every business day, including sanitizing throughout the day. Hand sanitizer is available in branch for use by both members and employees.



You can speak to us live.

We are committed to being here for you; it may seem old fashioned but call us we look forward to helping you with your questions.

Be vigilant against fraud.

During this time of heightened concern, it is important to be especially vigilant against those seeking to commit fraud. There will always be someone trying to do harm when everyone else is doing their best. Remember we will never send you unsolicited emails asking for confidential information, such as your password, PIN, access code, credit card, or account numbers. Please do not respond to unsolicited e-mails, text messages, websites, or pop-up windows that request this type of information. We also remind you not to open attachments or click hyperlinks in emails or text messages that are sent by someone you don't know or recognize.

We'll keep you informed.

We are committed to keeping our lines of communication open to inform you of the latest developments. We are here to help you as we always have. We may have to further modify our delivery of your financial needs but we will work through it. If developments require us to modify our daily operations we will post it here.

We hope you stay healthy and practice the recommended covid-19 best practices so that we can help all our fellow Canadians and flatten that curve.

Sincerely,

David Gunderson
President & CEO