



## COVID-19 Member Communication

March 17, 2020

To Our Valued Members,

On behalf of myself and the Board of Directors of the Grand Forks Credit Union, we wish to assure you that the health and safety of our staff and our members is a priority, while ensuring we can continue to safely serve you with your financial needs.

We are operating in uncertain times surrounding the spread of the COVID-19 virus. GFCU is taking this situation seriously. We have implemented additional efforts to protect the health and safety of employees and our members, applying the guidance of the provincial and federal health agencies. These include:

- More frequent and thorough cleaning of our ATMs and branch spaces, with specific attention to high-touch surfaces.
- Asking our employees to abide by provincial and federal health agency recommendations regarding frequent hand-washing and hygienic practices, and social/physical distancing.
- Requiring employees who are unwell, or showing symptoms of the virus, to stay home to ensure no spread of any illness among staff or to our members.
- The risk of contracting the COVID-19 virus remains low. We have not had any gfcu staff present with symptoms, and we will remain open and continue to offer an important financial service to our members and community.

### **Here's how you can help reduce the potential spread of COVID-19:**

- Sign up for and maximize the convenience and use of our online banking service, MemberDirect Online Banking.
- Download and maximize the convenience and use of the gfcu Mobile Banking App.
- Where your banking needs or inquiries can be conducted by phone or email, please contact us by phone at 250-442-5511, toll free at 1-866-442-5511, or by email to [info@gfcu.com](mailto:info@gfcu.com).
- Use our ATMs for simple deposits or withdrawals, available 24 hours a day – 7 days a week.
- Where your banking needs require an in-branch visit, please respect social and physical distance recommendations of the provincial and federal health agencies of ensuring a minimum of one (1) meter between yourself and others, and please make use of the available hand sanitizer products provided.
- If you, or someone you've been in close contact with, are experiencing flu-like symptoms or have travelled to an area with a known COVID-19 outbreak, we ask you to contact us by phone instead of coming into the branch to discuss how we can help you with your financial needs.

We will keep you up to date on any changes to our normal operations as circumstances change, and how we respond to this current situation.

In addition to notices found on our website and social media pages as it pertains to the operations of gfcu, please refer to the following websites for up-to-date information from provincial and federal health agencies.

- <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/symptoms.html>
- <https://www.canada.ca/en/public-health.html>
- <https://www.who.int/health-topics/coronavirus>
- <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html>

Sincerely

A handwritten signature in black ink, appearing to read "Becky Clements".

Becky Clements, CEO