

Dec 29, 2020

In Branch Service Changes - As of Jan 5, 2021

In line with recent Public Health Orders, and to reduce the number of people in our branch, we continue to ask our members to bank from home. We remain committed to providing the highest level of service and support during this continuing COVID-19 crisis, and our team is still here for you. While our physical branch may operate under reduced hours, we are not closed.

Effective Tuesday January 5th, 2021, please note a change to our in-branch hours of service:

- Tuesday to Friday - 9:30am to 4:00pm
- Saturday - 9:30am to 1:00pm

While our branch remains open for necessary in-person Teller cash transactions, we will be moving to appointment only meetings with our members for all other needs. These appointments, including mortgages, loans, RRSPs, TFSA's, and more, will be conducted by phone or video, and only where absolutely necessary, scheduled for in-person meetings. Most of our paperwork can now be signed and completed safely and securely online, via DocuSign.

MemberDirect® Online banking, mobile app banking, and telephone banking are all services that can be accessed 24/7 - allowing you to send money, transfer funds, pay bills, check your balances, see your statements, and do the bulk of your personal banking, right from home.

- ATM access is available 24/7 for cash withdrawals and deposits.
- Night deposit services for our business community members, allows the safe custody of your deposits at any time of the day.

For those who need assistance in adjusting to this approach, we are accessible by phone during regular business hours, and can help you make the transition. Call us at 1-250-442-5511.

Our staff will remain available by phone, video, and email until 5pm Tuesday to Friday. The early closure reflects in-person service only.

While we all want nothing more than to return to "normal", we must continue to do our part in remaining diligent in practising health and safety measures, and this includes how you conduct your banking. We feel strongly at gfcu that these changes are a necessary measure in keeping everyone as safe as possible at this time.

We wish to extend our appreciation of your support through these changes. This past year, you have demonstrated kindness and respect to both our staff and fellow members while banking with us. We thank you for this and ask for your continued support and cooperation in this transition.

Our focus is on providing full access to gfcu services, while keeping everyone safe and healthy.

Together, we will manage through the months ahead.
Grand Forks Credit Union