

Dear Members,

**These are challenging and unprecedented times**, and your Credit Union is doing its best to ensure the safety of our members and employees.

Our branches are still open and we are practising Social Distancing (6 feet/2 meters) at all branches. However, **based on information provided by Provincial and Federal health authorities who are encouraging limited social interaction, we want to make sure you can get the services you need in the safest way possible.**

At the present time this means doing as much of your banking as you can using ATMs and our online, mobile or telephone banking services and not entering a branch whenever possible. **Particularly when feeling sick or having recently returned from travel outside of Canada.**

**Options to consider:**

**Cash**

- ATM at Branch or any Credit Union

**Bill Payments**

- MemberDirect Online Banking
- Night Depositories at each Branch

**Deposits**

- Deposit Anywhere (mobile app)
- ATM at Branch
- Night Depositories at each Branch

**Balance Enquiries**

- MemberDirect Online Banking
- Mobile App
- Calling a Branch

**Loans & Investments**

- Contact your Financial Representative

**If you need access to any of these services, please call or email us.**

**Nelson:**  
250.352.7207

**East Shore:**  
250.227.9221

**Rossland:**  
250.362.7393

**Email:** [info@nelsoncu.com](mailto:info@nelsoncu.com) or through your [online banking secure “contact us” option](#), which can be found in the top right corner of screen once you are securely logged in.

If you are impacted by COVID-19 and are facing financial challenges, please contact us, **we are here for you.** Please be aware that wait times may be longer than normal.

**For the health and safety of all our employees and members, we are making every attempt to support your needs. Thanks for your patience as we make changes to provide you with the best possible service during this evolving situation.**

The Team at NDCU

**March 18, 2020**