

A message from Tom Murray, CEO

**March 16, 2020**

On behalf of myself and the Board of Directors, we want to assure you that the health and safety of our members and employees is a top priority so that we can continue to serve you.

We are following the COVID-19 developments very closely. We continue to monitor the latest advice from our provincial and federal health agencies and relevant local information.

At this time, NDCU has not been impacted by COVID-19 and we have not had any employees show symptoms of the virus.

However, you may notice changes to how we greet you or your appointment may not be in the usual office in support of Health Canada recommendations. These are just precautions to further protect you, our member, and our employees during this time.

We recognize that you may have some questions about how we're responding to this evolving situation. NDCU has mobilized a team who have put plans in place and are responsive to the changes. Updates to staff and you, our members, will be posted when changes occur.

NDCU branches are open and will remain open to serve you.

**Here's what you can do to help reduce the potential spread of COVID-19:**

- Sign up for online banking if you do not have this service
- Download NDCU's App for mobile banking
- Use ATMs or Night Depository for cash and deposits
- Make use of the following services:
  - MemberDirect, our online banking site
  - MemberLink telephone banking
- Deposit Anywhere to deposit funds remotely
- If you do visit a branch, please use hand sanitizing stations and maintain good hygiene practices, including social distancing.

**NDCU has implemented some precautionary health and safety actions. These include:**

- Keeping our employees well informed and educated on hygiene practices.
- Encouraging our employees to offer more phone and video interactions for your loan, mortgage and investment inquiries.
- ‘Social distancing’ is a new term to us but for all of our safety we have encouraged our staff to step back and not share hands.
- Carrying out the highest available service standard of sanitization in our branches and offices.
- Increasing the daily frequency of our ATM and branch cleaning, including the disinfection of high-touch surfaces such as countertops, door handles, handrails and keypads.
- Increasing the supply of hygiene products in our branches and offices.
- Requiring employees to stay home if they are sick or have any symptoms.
- Ensuring employees who have travelled self-isolate as required.

Thanks for your patience as we make changes to provide you with the best possible service during this evolving situation.

If you have any questions, we're here for you and you can reach us by calling your branch

If you have concerns, please contact me directly by email.

Tom Murray

CEO

[tmurray@nelsoncu.com](mailto:tmurray@nelsoncu.com)

**Useful Resources:**

We encourage our members to stay informed about the facts surrounding COVID-19 and recommend the following links to qualified authorities:

- Public Health Agency of Canada
- World Health Organization
- Government Travel Advice and Advisories