

A message from Tom Murray, CEO

Monday, March 23, 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.

As the COVID-19 situation continues to evolve, we have made the decision to reduce the hours we are open to walk-in traffic. We are taking this step to ensure the health and safety of our employees and members.

Temporary branch hours, 10:00 am to 2:00 pm will start in Nelson & Rossland on Tuesday, March 24.

Please be aware that we are developing contingency plans to temporarily close our branches to all walk-in traffic.

***EAST SHORE BRANCH IS NOW CLOSED TO WALK-IN TRAFFIC.**

We are available to serve your needs by phone and email:

Nelson: 250.352.7207

Rossland: 250.362.7393

***East Shore: 250.227.9221**

General enquiries: info@nelsoncu.com

Lending enquiries: lending@nelsoncu.com

We are asking you to not enter the branch when we have remote and electronic means to meet your financial needs:

Cash

-ATM at each Branch

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 Rep

If you need to sign up for any of these services, please call or email us.

As well, please note that we are offering all borrowing members payment deferment options for loans. Contact one of our lenders by phone or email, please note that volumes are currently high so please be patient. We will take care of you.

Tom Murray, CEO

tmurray@nelsoncu.com