

## **March 20, 2020 – Support to Members**

As a member-owned credit union, local decision-making and thriving communities are the cornerstone of who we are. The health and safety of our members, employees and communities are of utmost importance to us and are a key factor behind our decision-making as we proactively take precautions against the spread of COVID-19.

### **Member Financial Relief**

With the extraordinary events around us evolving at a rapid pace, we're proactively taking precautions against the spread of the virus and putting into place measures that can help our members through this difficult time. If you are facing financial challenges because of illness, job loss or disruptions to childcare, we are here for you.

While it won't be business as usual, you will be able to count on us. COVID-19 has affected all of us in various ways.

We're dedicated to working with our members to provide flexible solutions through hardships caused by these circumstances including payment deferral or interest only payments . We are here to help.

If you need access to any of these services, please call or email us and we will respond during our business hours. Please be aware that our response times may be longer than usual.

**Nelson: 250.352.7207**

**East Shore: 250.227.9221**

**Rossland: 250.362.7393**

**Email:** [lending@nelsoncu.com](mailto:lending@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 to MemberDirect online banking.

If you have a relationship with one of our financial service employees and feel comfortable emailing them directly, please do.

We're dedicated to working with our members to provide flexible solutions through hardships caused by these circumstances.

Our goal is to provide some peace of mind knowing you can continue to support yourself and your families through these difficult times.

Please continue to check our website for the latest updates and information.

**Nelson & District Credit Union**