

October 15, 2020

Dear East Shore Member,

I hope this letter finds you and your family healthy and safe. I want to stress that the wellbeing of our employees, members and community continues to be our top priority at Nelson & District Credit Union. We continue to limit branch access and our hours of operation, and strongly urge all members to conduct your banking remotely whenever possible.

**I am pleased to provide an update on what is happening at Nelson & District Credit Union, and some of our plans going forward with respect to Branch Access, upcoming Days of Operation, and recent Community Investment Program commitments.**

It has been an unusual seven months, to say the least. When we first started implementing physical distancing and increased hygiene protocols we did not expect it to last this long, let alone into the foreseeable future. We are in the continual process of reviewing our protocols to continue strengthening our workplace safety for employees and members.

We restricted East Shore branch walk-in traffic in March to limit exposure for employees and members. I appreciate your patience with the changes we have had to enact, and your adherence to our safety procedures.

**Currently, we are not planning to make any further changes to branch access until we feel the pandemic is under control.** Our service to the East Shore membership is vital, and as a two-employee branch if anyone were to fall ill Nelson & District Credit Union would have to close the branch for an undetermined amount of time.

**Please phone or email the East Shore branch if you need anything – many of the transactions that are typically done in-branch, such as bill payments or ordering cheques, can be completed over the phone or email with one of our employees.**

- 250.227.9221
- [info@nelsoncu.com](mailto:info@nelsoncu.com)

**In addition to calling or emailing our branch team to coordinate a conversation, we encourage you to utilize other means to do your personal or business banking.**

- ATM
- Night Depository
- Online or Mobile

**An additional change I wish to make you aware of is to our days of operation. Our last day of Saturday operations will be on October 24, 2020.**

**To October 17**

**Monday: Closed**

Tues to Fri: Open

Saturday: Open

**October 19-24**

**Monday: Closed**

Tues to Fri: Open

Saturday: Open

**October 26-31**

**Monday: Closed**

Tue to Fri: Open

**Saturday: Closed**

**November 2 on...**

Mon to Fri: Open

**Saturday: Closed**

**Effective Monday November 2, 2020, the East Shore branch will now be open Monday to Friday to serve you.** This change allows all branches to have aligned hours of operation so that every member between Rossland and Nelson to the East Shore is receiving expert and consistent service a full five days a week from our employees.

**Some exciting news I wish to share are some significant investments back into the East Shore community totaling over \$20,000 since the spring.** We recently supported the Crawford Bay Hall enhancements to the water system and the South Kootenay Lake Community Services Society food bank initiative.

I appreciate your kindness and patience with us during these times. As a credit union, helping is at our heart.

Kind regards,



Tom Murray, CEO  
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