

July 10, 2024

Subject: Important Notice Regarding Nelson Branch ATM Access

Dear valued members,

We're excited to share that the exterior renovation of our Nelson branch is nearing completion. We are grateful for your patience and understanding throughout this construction project.

As a part of the final stages of construction, the wheelchair-accessible ATM ramp will be temporarily unavailable on:

- **Saturday, July 13 starting 7am, running until 5pm**
- **Saturday, July 20 starting 7am, running until Monday, July 22 at 10am.**

We understand the importance of accessible banking services, and we deeply regret any inconvenience this may cause. We hope members can make plans to access the ATM for their individual needs before the closure dates. To assist you during this time, we provide you with the following solutions:

- **Deposits:** Please use the night depository on the exterior of the building or consider using the remote deposit feature on our mobile app.
- **Service Charge Refunds:** If you need to use an ATM from another financial institution during this period, Nelson & District Credit Union (NDCU) will refund any service charges incurred. Simply keep your receipts and contact our member service team and we will reimburse your account.

We appreciate your understanding and patience as we work to improve the branch for you and our members. If you have any questions or require further assistance, please don't hesitate to reach out to us at **1-800-352-7207** or email us at **info@nelsoncu.com**.

Thank you for being a part of our NDCU community. We remain committed to serving you with excellence.

Warm regards,

Your NDCU Team