

A Message from Our CEO

Dear Member,

Like all of you, we have been closely monitoring the fast-moving novel coronavirus (COVID-19) outbreak. I want you to know, that the health and well-being of our employees, members, and communities are our top priority.

We want to make sure banking is safe, easy, and available to you at all times and from anywhere. We are here to help you through these difficult and overwhelming times.

Bank remotely

Health authorities are increasingly advising people to stay at home, work remotely, and maintain a social distance from others. You can easily complete your banking online at your computer or through our mobile banking app by using your smartphone or tablet. Check your accounts, make bill payments, send and receive Interac e-transfers, deposit cheques remotely ... all of these can be done from the comfort of your own home or wherever you are and at any time. It's easy, safe, and secure.

Click [here](#) to learn more and get set up on online banking and our mobile banking app now.

Extensive ATM network

From BC to Newfoundland, credit union members have access to thousands of surcharge-free ATMs. Visit one to deposit or withdraw cash, deposit cheques, make transfers, and more.

Download the Exchange Network ATM Finder App today or click [here](#) to find a no-fee ATM closest to you. All you need is your debit card to access your chequing account at an ATM.

Call us

Our Member Service Representatives can assist you by telephone with many of the services that are offered online and in-branch. We are available to answer questions and address any concerns that you may have.

As call volumes may be higher than usual, please be patient and follow any recorded instructions.

Branches are open

Banking is an essential service and our three branches remain open to serve any needs you may have that cannot be served remotely through the banking options above.

Public health websites continue to consider the risk to individuals to be low, but while the situation is changing rapidly, we are taking extra precautions to ensure the health and safety of our members and our staff. Please follow any instructions provided when visiting a branch. Health authorities have issued guidelines to keep us all healthy. We are following these closely:

- ✓ Frequent wipe down and sanitizing of all surface areas
- ✓ Hand sanitizer stations throughout the branch and at the entrance – please use these before and after meeting with a Member Service Representative, who will be doing the same
- ✓ Maintain a social distance of at least one metre and no handshaking
- ✓ Practice proper coughing and sneezing etiquette, turning away from others and covering the mouth with your elbow or tissue, and throwing tissue into the garbage immediately and sanitizing hands
- ✓ Frequent hand washing for at least 20 seconds

If you are sick or at risk of having been exposed to COVID-19, please stay at home

To protect yourself and others, we ask that anyone who is feeling unwell; who has been exposed to COVID-19; or who is returning from, or who has had close contact with a family or household member, who has returned from international travel, refrain from visiting a branch. Northern Birch Credit Union is requiring all employees, who return from international travel, to self-monitor and work from home for 14 days before returning to the office.

Stay up to date on the latest news

All Northern Birch branches are open during regular hours. If this changes, we'll post it on our website update link <https://www.northernbirchcu.com/about/media-centre/covid-19-updates>. We'll continue to monitor developments and provide updates as necessary. For further information and to stay abreast of COVID-19 developments in your area, visit these public health websites:

Toronto - <https://www.toronto.ca/community-people/health-wellness-care/diseases-medications-vaccines/coronavirus/>

Hamilton - <https://www.hamilton.ca/public-health/health-topics/novel-coronavirus-covid-19>

Ontario - <https://www.publichealthontario.ca/>

Canada - <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

We are committed to supporting our members

As always, we are here for you throughout these difficult times. We know you may have questions or concerns. We are available to answer these and help with solutions to any difficulties you may encounter. Answers to frequently asked questions will be provided at the website update [link](#).

Let's work together to ensure a safe and healthy environment.

Sincerely,



Anita Saar
President & CEO
Northern Birch Credit Union Limited