



## COVID-19 (Coronavirus) Member Communication

March 17, 2020

As the COVID-19 situation continues to quickly evolve, we want to remind Swan Valley Credit Union members that we're all in this together.

It is in our collective best interests to keep all our employees, members, and citizens safe, so we've implemented some additional precautions.

- **Any employees who have travelled internationally in the past 14 days are remaining at home in "self-isolation" to minimize the risk to colleagues and members. We also recommend any staff experiencing flu-like symptoms to stay home. We strongly urge our members to take the same precautions and avoid visiting the branch if you have travelled internationally in the past 14 days or are experiencing the commonly identified symptoms (fever, cough, shortness of breath) or sneezing. Please take time to evaluate if you really NEED to visit the branch.**
- Increased cleaning/sanitizing efforts to help minimize the spreading of germs

At the same time we also realize that we all have financial needs. We'd like to remind you of the numerous self-serve options so we can all reduce face-to-face contact during this challenging time.

- Our **SVCU Mobile App** and **CU@Home** can provide the following services from home
  - Check account balances and review transactions
  - Pay bills
  - Transfer funds
  - Send/Receive Interac e-Transfers
  - Deposit cheques via "Remote Deposit Cheque" capture (available on Mobile App)
  - Apply for a loan (available on CU@Home internet banking)
- Our **ATMs** in Swan River and Benito
  - Check account balances
  - Withdraw funds
  - Deposit cheques or cash (*not available in Benito*)
- **Call Centre** (204-734-7828)
  - Give us a call to determine if we can assist you remotely

If you have other needs like a loan or making an investment, please consider contacting our branch to start the process to reduce the amount of "in-person" time required to reduce everyone's risk.

If you need to visit the branch please consider bringing your own pen and being as prepared as possible to shorten the length of your visit during this challenging time.