

RCU Update on COVID – 19

At RCU, our number one priority is the health, safety and well-being of our members and employees. With the evolving developments of the new coronavirus (COVID-19), we are reaching out to you to share the actions RCU has been taking to ensure our branches remain clean and safe as we continue to serve you and all your financial needs.

In response to COVID-19, we have reviewed, enhanced and implemented some precautionary and health and safety practices. Following the lead of Canadian and local public health authorities, these actions include:

- Reinforcing our cleaning protocols in all our branches and locations, with particular focus on high traffic and high contact areas (reception areas, door handles, counter tops, ATMs) and continue to use top-grade cleaning products and disinfectant.
- Postponing non-essential meetings and using virtual meeting tools where appropriate.
- Restricting all employee business travel and monitoring all personal travel.
- Practicing social distancing by not shaking hands and encouraging one meter of distance at teller wickets, in line-ups, etc.
- Requiring employees to stay home if they are unwell or with symptoms.

You may have upcoming appointments with FSOs or lenders. We are here to serve you and will continue to operate our services as usual. **However, for everyone's safety, if you are feeling unwell, or have travelled out of province within the past 14 days, please let us know and we can rebook your appointment or find other ways to serve you. Please give us a call if this is the case.**

At RCU, we plan on being able to serve our members as we regularly do throughout all our channels, whether at the branch, or via our digital channels. Please take full advantage of MemberDirect online banking and RCU Mobile app for day-to-day transactions, bill payments, and loan applications.

We are taking these steps out of an abundance of caution with the intention of reducing any exposure to this virus. Please rest assured that we have formidable plans in place to ensure our members have access to all the financial services they need during this time.

We will continue to monitor this situation closely and will provide ongoing updates, as needed. Please check back here regularly for these updates.