

# COVID-19 UPDATE – Your health is our priority

Updated: March 13, 2020

In recent weeks, we have seen a heightened level of concern related to the spread of novel Coronavirus (COVID-19). We recognize that this may be an unsettling time and want to provide an update on the actions NCCU is taking to safeguard the health and well-being of our members, employees and their families.

We continue to serve our members as usual and our branch hours remain the same. You can also access your accounts from home 24/7 using MemberDirect and our Mobile App for day-to-day banking transactions, such as checking your balances, transferring funds between accounts, paying bills and Remote Deposit Capture.

For your safety, we have increased the intensity of cleaning our branch and providing additional hand sanitizer, utilizing disinfecting wipes to clean surface areas and door handles and are educating our employees on best practices recommended by public health authorities. If you choose to conduct your banking business by coming into the branch, we ask that you please maintain a 3 feet distance between yourself and staff to do so.

As we look forward, we will continue to monitor developments in this global health pandemic. We remain confident in the actions we have already taken and our plans to safeguard the health of our members and our employees.

For more information on COVID-19, please visit the website of the [Public Health Agency of Canada](#).

Thank You for your continued support in New Community Credit Union.