



COVID-19 UPDATE

YOUR HEALTH IS OUR PRIORITY!

Updated: November 16, 2020

In recent months, the level of concern related to the spread of novel Coronavirus (COVID-19) has increased considerably. We recognized that this is an unsettling time and we wanted to provide an update on the actions that NCCU is taking to safeguard the health and well-being of our members, employees and their families.

We continue to serve our members and it is business as usual. Our branch hours remain the same:

Monday, Tuesday & Wednesday	9:30 AM – 4:30 PM
Thursday & Friday	9:30 AM – 5:30 PM

When visiting the Branch, kindly follow our Safety Protocols:

- **MASKS ARE MANDATORY UPON ENTERING THE BRANCH.** If you don't have a mask, kindly inform the tellers and we will provide you with one.
- Social Distancing – please use the floor stickers as guide for physical distancing. Be mindful to maintain a distance of 6 feet from other members.
- We will only allow 3 members at a time in the branch.
- We will only allow 2 members inside the offices during appointments.
- Use the Hand Sanitizers upon entering the branch. There will also be Hand Sanitizers on each Teller's wickets, we encourage our members to use them diligently.
- Members will still be restricted to use the washrooms.

If you travelled internationally or outside the province in the last 14 days, have been in close contact with anyone who has COVID-19 or if you have any of these symptoms, **PLEASE DO NOT ENTER THE BRANCH!**

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| * Fever | * Cough |
| * Shortness/Difficulty of Breath | * Sore Throat |
| * Chill | * Painful Swallowing |
| * Runny Nose/Nasal Congestion | * Feeling Unwell/Fatigued |
| * Nausea/Vomiting/Diarrhea | * Unexplained Loss of Appetite |
| * Muscle/Joint Aches | * Loss of Sense of Taste/Smell |

You can 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. You can also call the branch at **306.653.1300** for any inquiries about your account.

For your safety, we had increased the intensity of cleaning our branch and providing additional hand sanitizer, utilizing disinfecting wipes to clean surface areas and door handles and educating our employees on best practices recommended by public health authorities. 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](https://www.canada.ca/en/public-health.html)
<https://www.canada.ca/en/public-health.html>

We highly appreciate your continued support in New Community Credit Union.