



 **RCU**
Update
COVID-19

RAYMORE CREDIT UNION

COVID-19 UPDATE – AS OF MARCH 18, 2020



COVID-19: Member Update

What you need to know about coronavirus | March 18, 2020

As you know, last week, the World Health Organization declared COVID-19 (the coronavirus) a pandemic and is expecting further global spread. Sadly, this has caused havoc and uncertainty in people's lives and global economies. We are continuing to monitor this evolving situation, to do our best to keep our employees safe and to continue to provide services to you, our valued partners and members.

As part of our proactive business continuity framework, we are currently analyzing areas of potential risk and have taken and will continue to take appropriate measures where needed with health and safety being top priority. Actions based on the current situation include:

- Encourage and promote every-day preventative actions.
- Alcohol based hand-sanitizer are available for employee and member use at each branch. We encourage you to use these hand sanitizers/stations and maintain good hygiene practices when visiting our branches.
- Increased diligence of cleaning on commonly touched surfaces.
- Restricting all "out of province" travel until further notice.
- A self-isolation policy for all employees and members returning from personal travel out of province

RCU asks that our members respect the following guidelines from Saskatchewan Ministry of Health: If you have symptoms or have recently travelled outside of Canada, please stay home and self-isolate. As a result of COVID-19, our Mobile Lending & Retail Services have been suspended for the time being. Branch appointments must be scheduled ahead of time, therefore we will not be accepting walk in appointments until further notice. We apologize for the inconvenience.

To protect the health and safety of both employees and our members, we encourage and expect social distancing and are limiting traffic in our branches to 4 members at a time. We encourage the use of our available options for banking remotely.

DIGITAL SERVICES:

1. **RCU Mobile App** - you can download our mobile app by searching "Raymore Credit Union" in your app store. You can do your banking on your phone...anytime, anywhere!
 - Check account balances & activity
 - Transfer money between accounts
 - Send e-transfers
 - Deposit Anywhere™ - allows you to quickly & securely deposit your cheques on your smartphone, subject to standard holds

2. **Online Banking** – if you prefer to use your computer, our online banking platform offers many of the same convenient services as our app. Visit www.raymorecu.com and the login is located at the top right corner
3. **Member Contact & Questions** – give us a call at 1.866.612.2300 and our RCU team will assist you with any of the following:
 - Account questions or inquiries
 - Direct deposit - you can have any regular cheque you receive automatically deposited for you.
 - Transferring funds
 - Bill payments or set up pre-authorized bill payments
 - Debit card issues
 - Online banking or Mobile app issues
 - Questions regarding account activity, statements or transactions
4. **ATM & Night Deposit** – our Raymore branch ATM and night deposit service is available 24/7 with access to your funds anytime during the day or night. We strongly encourage using our Night Deposit for deposits of cash & cheques for both personal & business use. Our Night Deposit slot can be found beside our ATM in the lobby of our Raymore branch. We will be checking the Night Deposit constantly throughout the day to ensure your deposits are taken care of.

We Are Here for You

We understand how COVID-19 is impacting and changing our regular routines. Raymore Credit Union is recognizing how these changes can impact individuals, families and business owners. Know that we are here for you during this time and will work with you to discuss your financial situation and provide assistance and guidance for the uncertainty ahead. Please contact our Lending Department or email raylending@raymorecu.com

Raymore Credit Union remains committed to serving our members safely and being proactive in this highly sensitive situation. If you have any questions or concerns please contact us 1.306.746.2160 or email info@raymorecu.com

Thank you!