



 **RCU**
Update
COVID-19

RAYMORE CREDIT UNION

COVID-19 UPDATE – AS OF MARCH 20, 2020



COVID-19: Member Update

What you need to know about Coronavirus | March 20, 2020

ATTENTION MEMBERS:

BRANCH & SERVICE DELIVERY CHANGES – EFFECTIVE MARCH 23rd

TEMPORARY SUSPENSION OF IN-BRANCH SERVICES

Once again, the impact of COVID-19 is changing at a rapid pace. The health and safety of our employees and members remains our top priority during this public health crisis.

In light of the most recent events, and the this week's announcement of the Government of Saskatchewan declaring a provincial State of Emergency, effective March 23rd, both Raymore Credit Union branches **will lock their doors to the public at 5PM on Friday March 20th indefinitely.**

We continue to be here for you – just in a different way. We kindly remind members of the various electronic methods available to perform essential transactions (ATM, Night deposit, RCU Mobile App, Online Banking, etc). These platforms are a safe and convenient way of banking, but more importantly, banking this way allows us to practice exactly what is being asked of us all – social distancing.

We understand that not all of your banking needs can be solved through these channels so if you require further assistance, please call us and we will assist you. At this time, staff will remain onsite – please call the branch at 306.746.2160 or toll free 1-866-612-2300 or email info@raymorecu.com if you require assistance between the hours of 8AM – 4:30PM.

We Are Here for You - Member Support Program

We understand how COVID-19 is impacting and changing our regular routines. Raymore Credit Union recognizes 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 uncertain times ahead. RCU has made a commitment to work with personal, farm and business members on a case-by-case basis to **provide flexible solutions to help members manage through the challenges** in the days ahead.

Individual members, farms, or businesses facing hardship are encouraged to contact us to discuss options that could be available to you. Please contact our Lending Department or email raylending@raymorecu.com.