

## **COVID-19 Frequently Asked Questions (FAQs)**

### **1. Will the branch remain open?**

Beginning, March 23, the branch will remain open with slightly reduced hours to accommodate our reduced staff schedule.

Monday to Friday 10:00 am to 5:00 pm; and

Saturday 9:30 am to 1:00 pm

In the event of further changes to our hours of operation, updates will be posted here and at the branch.

### **2. Can members still visit a branch?**

We remain open for business and are committed to serving our members. Where possible, we recommend using online and mobile banking, or contacting our Contact Centre, for your day-to-day banking.

If needing to visit the branch, be aware of the self-isolation guidelines provided by [Public Health Agency of Canada](#) when it comes to symptoms and traveling. If you have recently returned from international travel, as recommended please do not visit the branch in-person until at least 14 days has passed since your return to Canada and you have had no symptoms during that time.

When visiting the branch, here are a few ways you can practice social distancing and help protect yourself and others:

- Use the one meter rule - when waiting in line to see a financial service representative leave approximately one meter distance to the person in front of you and behind you
- Avoid shaking hands and touching objects or surfaces whenever possible
- Use the hand sanitizer available when entering and exiting the branch
- Business members can utilize night deposit to deposit cash and cheques outside of normal banking hours
- We also offer the Deposit Anywhere feature on the Mobile Banking App to deposit cheques anytime with your smartphone.

### **3. How is Summerland Credit Union protecting members and employees during this time?**

As the Coronavirus (COVID-19) outbreak continues to impact us all, we remain open for business and are committed to serving our members. Our main priority remains the health and safety of our employees, families, members and our greater community.

In our efforts to flatten the COVID-19 curve, we are taking the following precautionary measures:

1. Increasing the hygiene and sterilization measures at our branch and offices. This includes wiping down surfaces, devices, pin pads and ATMS routinely and after each use, having hand sanitizer available and increasing hand washing procedures.

2. Introduced internal preventative measures related to travel, including:
  - Cancelling or postponing staff vacations and related travel until further notice.
  - Requesting employees self-isolate for the recommended 14 days, if they have recently travelled internationally or been in contact with someone who's travelled internationally.
3. Practicing social distancing within our branch, adjusting staff schedules as needed, and allowing staff to work remotely when appropriate.

#### **4. What's the best way to do my banking to help keep everyone healthy?**

As we practice the recommended "social distancing", we encourage members to **avoid coming into the branch unless you need to**. There are a number of other ways we can support you in managing your money:

- Call our Contact Centre (250) 494-7181 for assistance with virtually any financial question or transaction.
- Use Online or Mobile Banking to check account balances, transfer funds, pay bills, send and receive e-Transfers, and more.
- We also offer the Deposit Anywhere feature on the Mobile Banking App to deposit cheques anytime with your smartphone.
- If you're outside of Summerland you can use any ACCULINK ATMs surcharge free; they are easy to locate using our Mobile Banking App
- Meet "virtually" with your Account Manager or Financial Services Representative by connecting via phone or email

#### **5. Can I meet with my Account Manager or Financial Services Representative without going to the branch?**

Yes. If meeting with an Account Manager or Financial Services Representative, you also have the option to do so over the phone or via email. If you have an in-branch meeting currently booked, and prefer to change to do over the phone, please reach out to your contact directly.

Due to social distancing measures, we are trying to reduce any non-essential face-to-face meetings at this time.

#### **6. I am worried about my financial well-being because I have been impacted by COVID-19, what should I do?**

During these uncertain times, we understand the worry our members may be feeling, especially as it relates to money. We are here to support you and help you during this time. If you're facing financial challenges or worried as a result of COVID-19 or the economic downturn, please contact your Account Manager, Financial Services Representative, our branch or our Contact Centre at (250) 494-7181. Our team will work with you directly to help meet your unique needs and reduce any financial pressure you may be feeling due to this outbreak.