



Notice to Members

Dear Valued Members,

As you know, the World Health Organization has declared COVID-19 coronavirus a pandemic and is expecting further global spread. At this time, we have not been impacted by COVID-19 and we have not had any employees show symptoms of the virus.

We are closely monitoring the information shared by the World Health Organization regarding the current outbreak of the coronavirus disease, COVID-19. We take the health and safety of our staff and members very seriously. In light of this, we want to assure you that efforts are in place to help reduce the spread of viruses. Some of these efforts include:

- Increased cleaning and sanitization practices at all of our locations;
- Monitoring the financial markets and discussing options with any members who need assistance;
- Keeping our employees well informed and educated on hygiene practices.
- Actively monitoring employee absenteeism and travel, and requiring self-isolation where exposure to COVID-19 is possible.

In addition, we want to highlight the functions of our mobile banking app. You can do business with

us at any time, from anywhere. Our mobile banking app can help you:

- Check your account balances
- Deposit a cheque
- Transfer funds
- Make bill payments

You also play a role in helping us keep our locations healthy and safe. Some things you can do to help reduce the potential spread of COVID-19:

- If you're not feeling well or if you have recently travelled internationally, avoid coming into a branch for your banking needs.
- Make use of our online banking services and contact centre 780-929-8561 or 1-888-929-7511
- If you do visit a branch, please use hand sanitizing stations and maintain good hygiene practices.

For additional information on COVID-19 and advice for the public, please visit World Health Organization or Alberta Health Services.