



## COVID-19 UPDATE

**COVID-19:  
We're all in this together. Be safe.**

**The health and safety of our employees, members and the communities we serve is important to us!**

We recognize that people around the world are feeling anxious in the wake of the global health challenge posed by COVID-19, and that you, our members, are no different. Currently there are more questions than answers and one of our duties as your trusted financial institution is to keep you informed and updated throughout this time.

Our number one priority is the health and well being of our members and employees. We remain committed to ensuring that your banking continues to be accessible and in the easiest and most convenient manner that we can provide, within the limitations that may exist within any federal or provincial restrictions in effect.

We encourage our members who aren't feeling well to take advantage of our digital, electronic, online, and telephone banking services, rather than visiting our branches. Please contact our dedicated and knowledgeable staff to discuss what may be required to ensure that these services are accessible to you, if you are unable to visit our branches.

New Ross Branch                      Phone: (902)689-2949

Chester Basin Branch                Phone: (902)275-3509

**EFFECTIVE, APRIL 1, 2020, we have made changes to our operations as a result of the direction given by our provincial and federal governments.**

- **BRANCH HOURS have been modified to 9:30am to 2:30pm Monday to Friday**
- **During these hours our branches will be locked and our staff will be receiving one member at a time into the branch. This will allow for appropriate social distancing to protect you, the member, and branch employees.**

- **We ask that you use the waiting areas outside our buildings, indicated by orange paint. This will help you maintain the required social distance while you are waiting to enter our branches. Alternatively, you are welcome to remain in your vehicle, if you would prefer.**
- **We remain available by phone during our business hours to assist you and answer any questions that you may have.**
- **Our ATMs remain operational 24 hours a day, 7 days a week. Please note: A debit card will allow you to pay any bill that you currently pay in branch, at either of our ATMs. If you currently do not have a debit card, please get in touch with us so that we can assist you to provide this option to you.**

We also want to assure you that we are taking precautions to ensure our branches are sanitized effectively and have hand sanitizer available in our locations for your use.

We are actively monitoring this situation and will continue to take guidance and direction from our government and public health authorities in determining what the best course of action is moving forward. We thank you for your patience during this time as we navigate this difficult time together! Above all, we wish each of you and your families good health!

For more information about COVID-19, please visit the following website:  
Nova Scotia Public Health <https://novascotia.ca/coronavirus/>