

Dear Members,

At XXXXX, the health, safety and experience of our members and employees is our top priority. Like all businesses, we are closely monitoring the coronavirus (COVID-19) outbreak. The safety and security of all is our number one priority, and we can only achieve this with your help.

- If you have traveled to an identified high-risk zone, we ask that you follow the advice of local authorities and self-quarantine at home for 14 days.
- If you exhibit flu-like symptoms, such as respiratory symptoms, fever, cough, shortness of breath or breathing difficulties, please err on the side of caution and self-quarantine at home for 14 days (or until you are cleared by a healthcare provider).
- Please be aware should any of our staff feel the health and safety of themselves and our members may be in jeopardy due to signs of illness from another, they will work with that individual to help them perform their XXXXX banking needs through another form other than in-person at the branch.
- If you are unable to visit us in-person, you can always conduct your XXXXX banking via our Online Banking, Mobile Banking and by contacting us during regular branch hours.

Finally, as with our employees, we also encourage our members to follow the below protective measures advised by global health authorities:

- Frequently and thoroughly clean hands with an alcohol-based hand sanitizer or soap and water;
- When coughing and sneezing cover mouth and nose with flexed elbow or tissue – throw tissue away immediately and wash hands;
- Avoid touching your eyes, nose or mouth;
- Avoid close contact with anyone who has a fever or cough;
- If you have a fever, cough or difficulty breathing, seek medical attention and call in advance. Follow the directions of your local health authority

We will make every effort to keep our locations operational for our members. However in certain circumstances, including under notification from local authorities, we may close locations or recommend members do not come into a branch, to protect the safety of our employees, members and the wider community.

We appreciate your understanding and cooperation during this time, and we will keep you informed of any new developments that may impact our members.

Thank you,
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