

COVID-19: BRANCH CHANGES.

With social distancing measures in place, our members are relying on us to provide financial services, advice, and support over the phone and online. We will implement the following measures to better support this way of banking.

Reduced Branch Hours (Effective April 1, 2020)

All LECU branches will reduce hours for in-branch member services to **11:00 am to 3:00 pm**. This will give our staff the opportunity to focus on better serving members through outbound calling and addressing a high volume of inbound calls. It will also give staff the time to implement the enhanced sanitization measures that are required, as well as reduce the window in which members access the branch, further supporting good sanitization practices. We will still abide by the limitation on the number of members allowed in the branch at once.

No In-branch Appointments (Effective March 30, 2020)

We are able to deliver banking services remotely and our employees are available via phone to help you manage your finances. Although we miss seeing our members, for the time being we will be conducting all appointments over the phone.

For services such as tax preparation, loan, mortgage and investment appointments, please proceed as follows:

- Call ahead. Reach out to one of our team members ahead of time to arrange for the completion of your appointment over the phone.
- Please use the night deposit to drop off any forms that are required and inform us by phone or email that you have done so, or if you have any other questions.
- Click [here](#) for our complete staff directory.