

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



Your Credit Union is Here to Serve You

The spread of Coronavirus (COVID-19) in our region, across the country and around the world is undoubtedly causing concern for you, your family and your community. At Leading Edge Credit Union, the well-being of our members, staff and community is our priority.

Changes to self-isolation Updated: March 23

The requirements for self-isolation come from the provincial government. Based on the most recent advice, our travel criteria have now been updated from out of country to out of province.

To protect our members and staff, if you are experiencing flu-like symptoms or if you have returned from out of country travel on or after March 14th or out of province travel on or after March 20th, please do not visit your branch.

We're here to help you get through the tough times.

Effective immediately, credit unions have made a commitment to work with personal and small business members on a case-by-case basis to provide flexible solutions to help them manage through any challenges due to COVID-19. This support will include up to a six-month payment deferral for mortgages, and the opportunity for relief on other credit products. Any members facing hardship are encouraged to contact us to discuss options that could be available to them. Credit unions have always been there to help members through challenging times and this commitment will continue throughout this crisis and beyond. Please [click here](#) or [contact your branch](#) directly to learn more.

Keeping You Safe: In-Branch Banking Updated: March 31

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)

In-branch member services available Monday to Friday, 11:00 am to 3:00 pm.

Our branches will be fully staffed daily from 9:00 am to 4:00 pm to handle member requests by telephone. Reducing hours for in-person visits 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.

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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.

Important: Please call us first

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, we encourage you to call ahead so we can help you to limit your visits to services that can only be completed in person.

If you determine you MUST come into a branch, here's what you can expect:

- We're limiting the number of people inside the branch, so you may be asked to wait outside
- We are practicing strict social distancing (6 feet), and increased cleaning protocols. We ask for your cooperation in practicing social distancing at our ATM locations as well.
- You will be asked about your visit to the branch, and every effort will be made to utilize remote banking channels
- In-branch services will be limited to teller services only, from 11:00 am to 3:00 pm Monday to Friday.

Wondering how to do your banking without coming in to the branch?

Our online banking enables you to view accounts, check balances, make deposits, pay bills and transfer money. You can logon to our online banking at: www.lecu.ca or download our mobile app:



If you are not signed up for online or mobile banking, there is no better time to get started. Please complete this simple online form at <https://app.honestmoney.ca/register> and we will connect with you to get set up. You can also call your branch during regular business hours and a member of our team will get you set up and work with you to ensure that you are comfortable using our self-serve options.

If you're new to online banking, we have some video resources to help you.

[Mobile Banking App:](#) A quick video showing the layout of the mobile app and how easy it is to access your finances online.

[Deposit Anywhere:](#) An instructional breakdown on how to make a cheque deposit anywhere at any time.

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Protect Yourself from Fraud

Unfortunately, scammers will try to take advantage of situations like this. Please remember that **we will never send you unsolicited emails asking for personal identification such as passwords, PINs, social insurance number, credit card or account information.** Leading Edge Credit Union wants you to know that we take the safety and security of your information seriously. If you ever receive an email that appears to be from someone at our branch, please call your local branch or send us an email lecuinfo@lecu.ca to confirm whether the email is legitimate before responding.

Our Commitment to Continued Services

We are operating under our regular business hours at this time. We are closely monitoring the situation daily, including government advisories. If there are changes to our hours of operation, we will update our website and post information on our door. During this time of uncertainty, rest assured that we are here for you; the safe continuation of essential financial services is our top priority.

If you have questions about your banking services, we're here to support you. Please contact us using the method that works best for you.

Corner Brook: 634-4632

Doyles: 955-2402

Jeffrey's: 645-2512

St. George's: 647-2000

Port aux Basques: 695-7000

lecuinfo@lecu.ca