



CREDIT
UNION

LEADING EDGE

A Message from the CEO

During these uncertain times, our thoughts turn to the essentials. At Leading Edge Credit Union, our priority is the health and safety of our members and employees - and we want to ensure you receive the financial services you need in the safest way possible.

The shift to Alert Level 5 will bring about a few changes to our in-branch operations. You will notice strict limits on the number of members who are able to be in the branch at any time. We will also be switching to virtual/telephone appointments for all except teller services. This decision was made in the best interest of everyone, but I want to assure you that we remain open and able to support our members, weekdays from 10:00 am to 4:00 pm. Although we love to see our members, now more than ever, we encourage you to make full use of our online, mobile, and telephone banking services which are available 24 hours a day, 7 days a week. To learn more about how we can provide you with safe and convenient banking services, please call us (Monday to Friday, 8:30 am to 4:30 pm), message us on social media or visit us at lecu.ca.

At this highly stressful time, we feel that it is our job to help our members focus on what is important: the health and well-being of themselves, their families and loved ones. Some of you may be facing financial hardships as a result of the COVID-19 pandemic. I want you to know that you can count on us to work with you to find solutions to your financial needs. As always, we are here to help you, your businesses and our communities.

I'd like to take this opportunity to say thank you to our members for their incredible support in helping us reduce the risk of spreading COVID-19 by practicing physical distancing and embracing new forms of banking. Our strong sense of community and willingness to make sacrifices for the common good will get us through these challenging times, together. I also want to thank all of the incredible front-line workers in our communities whose dedication and sacrifice make life better, and safer, for everyone.

And finally, I want to thank our staff. Our world is constantly changing but our members' need for honest and trustworthy financial services remains. Time and time again, our members have told us that one of the most important reasons they chose to bank with us is our people. Our professional and dedicated staff are committed to being there for our members. They are the heart and soul of the credit union.

These are unprecedented times, but we are resilient people and, together, we will get through this. On behalf of myself and the Board of Directors of Leading Edge, stay safe and healthy.

Co-operatively yours,

Cory Munden, CEO