

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



## Your Credit Union is Here to Serve You

As you are no doubt aware, the province of Newfoundland and Labrador has moved to [Alert Level 5](#). 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.

*To protect our members and staff, if you are feeling unwell, have been in contact with a known case of COVID-19, have travelled outside of the province, or have visited or worked in a place with a known COVID-19 outbreak, please follow provincial health [guidelines](#) for further direction, and please do not visit your branch. We will be happy to work with you to best serve your financial needs through our online, mobile or telephone channels. To reach a member of our team directly, please click [here](#) for a complete staff directory.*

## Keeping You Safe: In-Branch Banking

Our branches remain open and focused on prevention. In compliance with provincial guidelines and to protect you and our staff, we will be reducing the number of members allowed in our branches at any given time. Each branch is different so please pay attention to posted instructions or call ahead for more information. To assist in our efforts, we ask that you adopt social distancing practices by reducing branch visits, wherever possible.

We continue to take extra steps to keep you and our employees safe at your branch. We are cleaning the branches daily including sanitizing door handles, ATMs, and reception areas. Hand sanitizers are also available for member and employee use. We are practicing social distancing and maintaining a minimum personal distance of one meter from our members and each other. We will all need to work together to ensure these measures are as effective as possible.

**Important:** To further protect you and our staff, we are taking steps to reduce both the number and duration of member visits to our branches. ***For services such as tax preparation, loan, mortgage and investment appointments, please proceed as follows:***

- Call ahead. Reach out to our team member ahead of time to arrange for the completion of your appointments over the phone.
- By calling ahead, our staff member will help you to ensure that you have the necessary documentation to complete your appointment. This will help in reducing the number and duration of visits to our branch.
- Click [here](#) for our complete staff directory.

## 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.

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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](mailto:lecuinfo@lecu.ca)

## Wondering how to do your banking without visiting 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](http://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 you 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.

## 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 takes the safety and security of your information very 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](mailto:lecuinfo@lecu.ca) to confirm whether the email is legitimate before responding.