



## We're here to help during this challenging time

Our priority at this time is protecting the well-being of our members, our employees and the communities that we serve, so we're thinking differently about banking:

- **Branches will be available by appointment only beginning Monday, March 30th** – Public access will be restricted, while branch employees will continue to work in-branch assisting members via email, phone or by appointment.

For any appointments, physical distancing measures are in place to reduce personal contact and cleaning efforts are being maximized.

For the latest updates regarding COVID-19 and the actions we're taking to support members and employees, please visit <https://www.connectfirstcu.com/COVID-19>.

## Staying connected

- **Local Branches** - Our team is here to help. If you need to get in touch with us, or to set up an appointment, call your [local branch](#).
- **Online and Mobile Services** - Bank from the comfort of home using our mobile app and online banking. You can conveniently complete your daily banking anytime, from anywhere. Don't have online banking set up? Call your local branch or Contact Centre, to have your online banking profile created. Or download our online banking app from the App Store or Play Store.
- **Contact Centre** – You can connect with the Contact Centre or you can reach us online [here](#). Contact Centres are currently operating during condensed hours and are available to accept calls from Monday to Friday: 8:00 AM to 6:00 PM, Saturday and Sunday: Closed.

Note we have increased call volumes at this time. If your matter is not urgent, please consider using our online and mobile services – so our team can help those most in need.

## Our commitment to members, employees and the communities we serve

We've introduced the following to take some weight off our members' and employees' shoulders and allow everyone to focus on what's really important – the well-being of our families, neighbours and communities:

- **COVID-19 Member Relief Program\*** - Provides a three-month deferral to all types of term loans and mortgages, and almost all of our members can benefit from it, including Commercial, Agriculture, Small Business and Retail.
- **Financial Support for Employees** - As a financial institution we have seen first-hand the economic impact COVID-19 is having across Alberta. This is why we are continuing to compensate all employees who need to stay home to self-isolate, quarantine, or because of childcare or other familial care issues.
- **Community Response** - As the situation evolves, we've also been working collaboratively with our charitable partners and the business community to best understand how we can support and reach those most in need. In the coming weeks we will share some of the initiatives we're involved in.

Finally, members can rest assured that as their financial partner, their money is safe with us. All deposits are 100% guaranteed by the Credit Union Deposit Guarantee Corporation.\*\*

Be well.

Paul Kelly  
CEO  
Connect First Credit Union

Connect First serves its members through its trusted local brands of First Calgary Financial, Chinook Financial, Mountain View Financial and Legacy Financial. Their mission is to Make Money Make a Difference, and that is exactly what they are striving to do.

*\*Terms and conditions apply. All parties to the loan must authorize this transaction. All type of term loans and mortgages (Commercial, Agriculture, Small Business, Dealer Finance, Consumer Mortgages and Term Loans) are eligible. Optimum Dealer loans are not eligible. If a member has multiple loans this program applies for each credit facility. All loans must be up to date and in good standing.*

*\*\*All principal and interest is 100% guaranteed by the Credit Union Deposit Guarantee Corporation, excluding common shares, investment shares, and mutual funds.*



**Important Stuff:** If we could have our way, we'd make the internet as safe and secure as our banking systems. Unfortunately, that's beyond our control and we can't guarantee that what comes through your inbox isn't harmful to your computer. We recommend that you scan all emails for viruses and suspicious content (we can't accept any liability for those!). The internet is a big place and it's up to all of us to make sure we all keep ourselves protected. What we share with you is specifically for you. We don't recommend that you share it with anyone else. It's confidential. If we made a mistake and sent an email to you by accident, throw it in the trash and let us know at [privacy@connectfirstcu.com](mailto:privacy@connectfirstcu.com) with the subject line "Postmaster Notice". We honour everyone's privacy, so your help is greatly appreciated. If you wish to stop receiving email from us, we'll be sad to see you go...but we'll understand. You simply need to click the unsubscribe link below. © 2019 Connect First Credit Union.