



March 16, 2020

Notice to Members

With growing concerns and impacts of COVID-19, I wanted to provide you with an update on SASCU's response and actions to date and our commitment to you going forward. These are unprecedented and challenging times for everyone, and the health and wellbeing of our staff, members, and communities are a top priority for SASCU.

We remain committed to providing you the best possible service, and all our locations and services continue to operate as usual. We have enacted our Pandemic Response Plan and are taking sensible precautions to ensure the safety and wellbeing of our members and staff. Some of these precautions include the following:

- Additional hand sanitizer stations have been installed in staff and member areas
- Our janitorial staff performs enhanced daily cleaning and disinfection of our branches
- Staff have been equipped with disposable wipes and other supplies to help keep workstations clean
- Reading materials and toys from our waiting areas and kids' quarters have been removed
- We are utilizing recommended social distancing practices, including not shaking hands with members during this time

As the current situation evolves, we are prepared to take additional steps to ensure your safety and the safety of our staff. What will not change is our promise to support our members. We will work with you, to help support you in these challenging times.

In the interests of public health, please refrain from visiting SASCU branches or offices in person if you are feeling sick. We offer a wide range of services available to you outside of our branches.

- Visit sascu.com or use our mobile app to perform many common transactions, including bill payments, transfers, and cheque deposits.
- The SASCU Contact Centre (250.832.8011) is open Monday to Friday from 8am to 8pm and Saturday from 8am to 4pm. A specialist would be happy to assist you over the phone.
- SASCU members have access to one of the largest ATM networks in Canada. Visit ding-free.ca to find the nearest ATM.

Don't hesitate to get in touch with us should you have any questions or concerns. Thank you for being a SASCU member.

Sincerely,

A handwritten signature in black ink, appearing to read 'Barry Delaney'.

Barry Delaney, Chief Executive Officer
250.833.1310 | barrydelaney@sascu.com