

# Communication from Sydney Credit Union re Covid-19

## 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. I want you to know that at Sydney Credit Union, the well-being of our members, staff and community is our priority.

## Bank When, Where and How You Want

Members have several convenient ways to access their banking services when, where and how they want:

- Online through MemberDirect (<https://www.sydneycreditunion.com>)
- Through your Smartphone using our mobile app ([Download the iOS app here](#) ; [Download the Android app here](#))
- Telephone banking (1-800-963-4848)
- In-branch
- Call our Reception (902-562-5593, 902-539-1684 or 902-564-6478)

If you aren't set up for online banking, call Reception for help with that.

## What if I don't have a computer or smartphone?

Telephone banking is an easy and convenient option. You can check account balances, pay bills and transfer money. If you haven't used it before, call Reception for help with that.

## How will I get cash or make deposits?

You can withdraw/deposit money through our ATM or get cash back when doing your grocery shopping.

## Keeping You Safe: In-Branch Banking

Sydney Credit Union is taking extra steps to keep you and our employees safe at your branch. We are deep cleaning the branch(es) daily including sanitizing door handles, ATMs, and reception areas. Hand sanitizers are also available for member and employee use.

## 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.** Sydney 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 us at [902-562-5593](tel:902-562-5593) or send us an email to [sydney@sydneycreditunion.com](mailto:sydney@sydneycreditunion.com) to confirm whether the email is legitimate before responding.

## COVID-19: Official Source

Health Canada Website

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks.html>

Our commitment to you and the communities we serve drives every decision we make at Sydney Credit Union, no matter the issue at hand. For more information on our response to COVID-19 go to our website at <https://www.sydneycreditunion.com>.