

April 7, 2021

Stay Home, Stay Safe and Save Lives, this was the key message delivered from Doug Ford today as he announced the third State of Emergency Order commencing Thursday, April 8th, 2021 at 12:01 a.m.

In efforts to protect our members, employees and the people who work and live in our community from the spread of COVID-19, as of Friday April 9, 2021, Oshawa Community Credit Union will be operating as follows:

- Controlled access for in branch service by appointment only.
- Essential services that are not offered through our “other ways of banking” channels will be accommodated at our branch. i.e. loan/mortgage applications
- Transactions that can be performed using our “other ways of banking” service channels will not be conducted in branch or from our vestibule. i.e. depositing a cheque, cash withdrawals, account transaction printout.
- Employees and members who are in branch, are required to wear a mask. There will be no exceptions.

Ways to Bank:

- ATM Card
- Daily cash withdrawal limit of \$500
- Free cash withdrawals, PIN changes, transfers and balance inquiries at *all* EXCHANGE Network ATMs (free cash and cheque deposits at *most* ATMs and free bill payments at Oshawa Community’s Branch ATM)
- Find an ATM near you: <https://www.theexchangenetwork.ca/>
- Daily point of sale limit of \$1,000 at merchant terminals. Don’t forget you can also request cash back!

- Online Banking Profile
- Transfer funds between accounts (including US - New!)
- Make bill payments
- Send and receive e-Transfers
- Deposit cheques via Mobile Remote Deposit Capture (Mobile Online Banking App only)
- Make loan payments
- Check balances and view account statements

- Telephone Banking
- Transfer funds between accounts
- Make bill payments
- Check balances

Don’t forget, you can call us directly!

If you are not comfortable or are unable to use the methods above, please don't hesitate to call us directly to conduct one of the following transactions:

- Transfer funds between accounts
- Make bill payments
- Check balances
- Make loan payments
- Order cheques (you may also pay bills this way)

Call us at 905-576-4200 or toll free at 1-855-576-4200

- Press 0 for our Receptionist
- Press 1 for Technical Support
- Press 2 to Perform a Transaction
- Press 3 for the Loan Department
- Press 4 for the Investment Department
- Press 6 to report a lost or stolen ATM card

OCCU has implemented the following steps to help stop spread the virus:

- We are asking all employees to consider limiting unnecessary travel with reference to the Government of Canada's Travel & Tourism website: <https://travel.gc.ca/travelling/health-safety/travel-health-notice#risklevels>. Employees who have travelled may be asked to self-quarantine for a 14-day period.
- Employees have been advised to follow Health Canada guidelines in regard to preventing COVID-19. <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks.html>
- Limiting, where possible, unnecessary person-to-person or group meetings in-branch.
- We are asking all employees who may feel ill to stay at home as recommended by Health Canada. When warranted, OCCU may send home employees who appear to have acute respiratory illness symptoms. All confirmed cases of employees infected with COVID-19 will be reported to the Board of Directors, fellow employees, to the appropriate health authority, and to any other appropriate parties.

As the COVID-19 pandemic evolves, management will continue to closely monitor the situation. At this time, OCCU is operating with full staff and with no impact to service. Should circumstances change, stakeholders will be notified. Please check our website for the latest updates: www.oshawacu.com.

As you are aware, the World Health Organization continues to closely monitor COVID-19 and its rapid spread throughout the world. You can stay informed by visiting the following for the

most up to date information:

- <https://www.canada.ca/en/health-canada.html>
- <https://www.ontario.ca/page/2019-novel-coronavirus>
- <https://www.durham.ca/en/regional-government/public-health.aspx>