

# **COVID-19: UPDATE FROM OUR PRESIDENT & CEO, PAUL HALLAS**

**March 23, 2020**

For 75 years, Ganaraska Financial Credit Union has been helping Members get through the good times and the bad and now, as we face the challenges of COVID-19 – we're going to get through this together.

## **Announcing new ways, we're helping our Members**

Ganaraska Financial Credit Union pledges to work with our Members during these difficult times and we are ready to support you. Members are encouraged to contact their branches to discuss options to help reduce their financial stress due to the impact of COVID-19.

### **Ways to Bank at GFCU**

You don't have to visit a branch to discuss your options. Call and talk to one of our helpful staff at 905-885-8134 or toll free at 1-888-374-1717 or email at [info@ganaraksacu.com](mailto:info@ganaraksacu.com).

Someone will get back to you during our new temporary working hours.

**Monday to Friday 10 am – 2 pm.**

We also strongly request that our Members take advantage of GFCU's online and mobile banking services – which are available 24/7 – to do your banking from the comfort and convenience of your home.

### **Our branches also have ATMs available for your use.**

For our Members who may not be close to a branch, or even outside of the province, THE EXCHANGE Network gives you access to more than 3,700 ATMs across Canada, free of charge.

### **Precautionary Measures – Branch Closures**

Effective Monday, March 23, we have temporarily closed our branches to ensure the safety of our staff & members.

### **Ganaraska Financial Credit Union is strong and your money is protected**

Your deposits and investments up to \$250,000 are automatically insured by the Deposit Insurance Corporation of Ontario (DICO) if they are held outside a registered plan. That's \$150,000 more than the banks offer. Coverage is unlimited if the investment is registered (RRSP, RRIF, RESP or TFSA).

### **COVID-19 and Fraud – Be Aware**

The amount of news coverage surrounding COVID-19 has created new opportunity for criminals. Be on the lookout for phishing attacks that try to exploit public fears. Be aware of fraudulent emails that attempt to trick you into revealing your personal information or clicking on malicious links or attachments.

Remember to never send personal and/or financial information by email.

Check out our homepage for more Covid-19 for more scams you need to be aware of.

### **Our community includes our Members and our employees**

As far as business as usual at GFCU, we're adapting every day. Our front-line staff continue to be there for you; however, we have limited your interactions to phone calls or emails and all the other remote options outlined above in "Ways to Bank".

### **We're here to help**

Ganaraska Financial Credit Union is committed to helping our Members through these challenging times. We will continue to offer the banking services you expect and the expert advice you need.

We are strong, well-prepared and ready to support our Members.

### **PLEASE CALL US SHOULD YOU NEED ASSISTANCE.**

I thank you for your continued support of Ganaraska Financial Credit Union.

Like I said before, we will get through this together.

**Paul Hallas, President & CEO**  
**Ganaraska Financial Credit Union**