

# COVID-19: We're all in this together. Be safe.



## 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 North Sydney Credit Union, the well-being of our members, staff and community is our priority.

## Have you travelled out of country recently or are feeling unwell?

To ensure the health and wellbeing of our staff and our members we encourage anyone who has recently travelled outside of the country or is not feeling well to contact us by phone at **902-794-2535**, or email at [admin@northsydneycreditunion.com](mailto:admin@northsydneycreditunion.com) to receive service.”

## Wondering how to do your banking without coming in to the branch?

Our online banking enables you to view accounts, check balances, make deposits, pay bills and transfer money. You can logon to our online banking at: [www.northsydneycreditunion.com](http://www.northsydneycreditunion.com) or download our mobile app:



If you are not currently signed up yet, easily submit an online form at <https://app.honestmoney.ca/register> and we will connect with you to get set up or you can call our office below during regular business hours

## If you're new to online banking, we have some video resources to help you.

**Mobile Banking App:** A quick video showing the layout of the mobile app and how easy it is to access your finances online.

**Deposit Anywhere:** An instructional breakdown on how to make a cheque deposit anywhere at any time.

## Keeping You Safe: In-Branch Banking

North 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.

We are taking additional precautions to protect our senior members (from age 65) who may be more vulnerable to the Covid-19 virus. Please be advised that during the hours of **9:30am – 10:30am** from **Monday - Friday** our branch(es) will be open to seniors only.

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## 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.** North 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 **902-794-2535** or send us an email [admin@northsydneycreditunion.com](mailto:admin@northsydneycreditunion.com) to confirm whether the email is legitimate before responding.

## We're here to serve you

If you have questions about your banking services, we're here to support you. Please contact us using the method that works best for you.