

Dear Members,

I want to follow up on my note from earlier this month with a few more updates and to hopefully give you a little peace of mind. PACE Credit Union's commitment is clear – we're here to help through these challenging times.

We are open for business

You can do most of your banking online or using our mobile app which is safe, easy and available 24/7. Members can view account balances, pay bills, transfer money and deposit cheques. Mobile and online banking is a secure alternative to going into a branch, and I encourage you to bank this way as much as possible.

To safeguard members, we have taken added precautions within our branches. Plexiglass shields have been installed along with designated standing areas to ensure that physical distance requirements are met. Effective immediately, all open branches will have limited hours - **Monday to Friday 10am to 3pm** . Saturday (only at specific locations). Our network of ATMs are operating normally, so you can withdraw cash at your convenience.

If you do need to visit a branch, you will see some changes at the door. We're controlling branch access and screening all members. If you are experiencing flu-like symptoms or have recently traveled, you won't be permitted to enter the branch.

Relief in tough times

If you are directly impacted by COVID-19 and as a result are facing financial challenges, let us know by reaching out to us at 1-877-588-7223. We know every situation is different, so we will work with members who have been impacted on a case-by-case basis to help identify ways to ease their financial burden.

Thank you for your business and placing your trust in PACE Credit Union. During this challenging time, we're working hard to give you the confidence you need in your credit union.

At PACE you're an owner not just a customer.

Keep Well,



Rubina Havlin
Interim Chief Executive Officer