
1. What is LDCU doing about COVID-19 for staff and clients?

Our priority is the safety and wellbeing of our employees and our members/clients. We continue to work closely with local public health authorities to monitor the situation regarding the Coronavirus. Our branches and offices have incorporated added precautionary measures including enhanced hygiene protocols. We will continue to follow the guidance of local health authorities to make informed decisions.

2. Have all areas of LDCU and their subsidiaries remained open?

At the present time our main branch in downtown Ladysmith remains open. We have made the difficult decision to close our Stz'uminus branch at Oyster Bay. Due to current staffing levels we could no longer maintain the appropriate security and service required to maintain both branches. In addition, our Insurance subsidiary LCU Insurance Services has closed their doors to foot traffic. They are focused on offering all regular insurance products through phone and email services.

3. Is the branch member area clean?

As outlined, our priority is the safety and wellbeing of our employees and our members. We have increased the frequency of cleaning, with regular disinfection of our retail branch and ATMs throughout the day, and will continue to improve as we need to. In addition, we have a full and thorough disinfecting of our branch in the evenings.

4. I don't want to go into the branch, what can I do?

LDCU remains committed to supporting you through all channels. Our Contact Center staff have been increased, and we are monitoring our call volumes very closely. We are prepared to increase the hours of our Contact Center if needed. As always, our online and Mobile App channels are safe, easy and available 24/7. You can:

- Deposit a cheque
- View account balances and transaction history of all your LDCU accounts
- Send money with Interac e-Transfer
- Make Canadian bill payments
- Manage your other banking needs

5. How do I enroll in Online Banking?

You can do most of your banking without needing to visit a branch. You can get started by calling our Contact Center and requesting to be set up for online banking. It can be done right there on the phone and only takes a few minutes. Once completed you're all set! You would be able to access your accounts online anytime, anywhere.

We're here to help. If you're having trouble registering for online banking, reach out to our Contact Centre at 250-245-2247 or speak with an expert via [WebChat](#) now.