
COVID-19 Press Release

We're here for you

As the COVID-19 (Coronavirus) situation continues to evolve, we are keeping the well-being of our valued employees and clients top of mind. We want to assure you that your safety remains our top priority throughout this time.

We are taking important steps to help you stay protected

We have made the difficult decision to change our customer service model temporarily. We now offer to address customer needs by phone and email only. We are taking this important step to protect our employees and clients by eliminating face to face interactions as much as possible.

We are available and ready to serve you via phone and email for ICBC Autoplan transactions, as well as home, condo, tenant and business insurance. Our hours of operations will remain the same to ensure we can best serve you.

ICBC Transactions

We are able to process the following transactions by phone during this time:

- Renewals
- Policy changes
- Cancellation
- Storage policies
- Temporary operating permits


For any other auto insurance needs, please call or email to discuss your request with an insurance advisor.

During this time document signatures will be accepted electronically and policy documents may be emailed to you. Any required decals will be mailed to you once the transaction is complete.

Please contact us at 250-245-2268 or lcui@lcuinsurance.ca to discuss your transaction needs. Be sure when you call that you have your driver's license and your current insurance documents ready to help us authenticate and complete your transaction.

We appreciate your patience, as call and email volume may be higher than normal.

Sincerely,



John de Leeuw, CEO
Ladysmith & District Credit Union