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## COVID-19: LCU Insurance Re-Opening

As an essential service provider, LCU Insurance Agencies is here to help you meet your insurance needs. We will do this by continuing to follow the most up-to-date government regulators and guidance to ensure safe operations and reduce the risk of transmission of COVID-19. During the past two months, our concern has always been for the well-being of our employees, members, clients and our communities. The health and safety of our employees continues to be our priority and we continue to monitor the situation and health advice including information from the Public Health Agency of Canada and the BC Centre for Disease Control, among others.

At this time we are pleased to announce that LCU Insurance will be re-opening to in-person transactions effective **Monday June 8, 2020**. Our re-opening will be a careful, step-by-step process to ensure the safety of both our clients and our staff.

The first thing we would like to ask is for your patience. We know that there is a strong desire to get back to normal transaction processing as soon as possible. We will eventually, but for the safety of everyone, we will be maintaining a strict protocol in our processes and procedures. They follow guidelines as set out by WorkSafeBC, and reviewed thoroughly by management.

### Procedures

The following will be our procedures for serving clients:

- We will be wiping down all desks, workstations and equipment between clients
- We will be wiping down all common areas regularly
- There will be a limit on the number of clients who can enter our office at any one time to ensure appropriate social distancing
- If the number of clients exceed the allowable limit, you will be asked to line up outside and wait for clients inside to leave
- We ask that only the client seeking the insurance enter the office. No other family members or friends will be permitted to enter
- Upon entering the office, we ask that you make use of our available hand sanitizer
- Please walk directly to the waiting area chairs, which will be immediately cleaned and sanitized between clients, sit down and wait to be greeted by the next available insurance representative
- Please maintain the 6-foot social distancing guidelines when in the office

### Social

Please understand that conversations will at times be significantly reduced to allow for physical distancing, and time for disinfection of chairs, equipment and common areas. We will not be offering our usual coffee and tea station for the foreseeable future. In addition, there will be no washrooms available for the use by the public at this time.

### Our Clients

We are so grateful for every one of our clients, and this time away has only served to make us even more thankful for each of you. You are the life-force behind our business, and this is why we are taking your safety VERY seriously. We would ask for your patience and understanding. Expect that your transaction time may be delayed, as there may be a waiting period involved. We wish that were not the case, but it is.

While we will open to foot traffic and regular transactions, we ask that you stay at home if you have any cold or flu symptoms including: coughing, sneezing, runny nose, sore throat, or fatigue.

We will continue to monitor the situation and update you on any other changes for the safety of our employees and the protection of our members. LDCU and LCU Insurance Agencies have a long history of supporting our members and our community, and this 76 year commitment will continue throughout this crisis and beyond. If you have any questions, please feel free to call the Contact Center at 250-245-2268 or email [lcui@lcuinsurance.ca](mailto:lcui@lcuinsurance.ca). You can also look for service updates at [www.ldcu.ca](http://www.ldcu.ca).

LDCU Strong!

Sincerely,



John de Leeuw, CEO  
Ladysmith & District Credit Union

