
COVID-19: How Ladysmith & District Credit Union is helping our members

As the COVID-19 outbreak continues to increase, including confirmed cases in Ladysmith, I want you to know that LDCU is doing everything we can to support you through this difficult time. I can assure you that we're taking added precautions to keep our members and employees safe. This is our number one priority. Within our branches, we've increased the frequency of cleaning with daily disinfection of our branches and ATMs.

At the present time we remain open, but are enacting very strict social distancing protocols. We ask that all our members and clients abide by them. If you have any symptoms, such as sore throat, coughing, or fever, please do not attend one of our branches. If you come in spite of these symptoms, you will be asked to leave immediately.

Despite the pandemic and on-going fear, we also know that life must go on, and that means you still need direct access to your finances – your accounts, credit facilities, online banking, and more. We're here to help.

As mentioned, our branches are open, our ATM's are functional, and the Credit Union Exchange ATM network is fully operational. Our staff are available to you across all of our channels – in branch, online and by phone. You've put your trust in LDCU, and we remain committed to you throughout this situation.

As always, our Mobile App and online banking are safe, easy and available 24/7.

You can:

- View account balances and transaction history
- Send money with Interac e-Transfer
- Make Canadian bill payments
- Manage your other banking needs

As this issue continues to evolve, LDCU will remain committed to supporting you and keeping you informed. We encourage you to stay up-to-date with information shared by public health officials. As we continue to closely monitor the situation, our thoughts are with those who have been affected by the outbreak including the medical staff who are helping beyond measure.

As this issue continues to evolve, LDCU will remain committed to supporting you and keeping you informed. We'll share more updates as we have them.

Please stay safe, and we will share more updates as we have them.



John de Leeuw, CEO
Ladysmith & District Credit Union