



At Rocky Credit Union, our Vision, *“Helping members succeed. Building our communities.”*

We can only accomplish this by providing the safest possible environment, and safeguarding our staff and members.

The continued spread of COVID-19, the Coronavirus, is impacting you and your family – the last thing you need is uncertainty about your finances. At Rocky Credit Union, we want to reassure you that the health and well-being of our team, members and our community is our primary concern. To this end, we are doing our part to communicate effectively and follow [public health agencies](#) and [governmental authorities](#)’ recommendations.

What can you expect from us?

- ✓ We will remain open, regular hours, as allowed by Alberta Government directives. If you need us we’re here.
 - We are delivering that with increased sanitization practices, thoroughly cleaning high-touch areas like our ATMs and counters, continuously throughout the day.
- ✓ While we have a variety of ways to connect with you (ATMs, Online Banking and other mobile services) we recognize that you may need to connect in person. We will be here and available.
 - Our hardworking team members have families and concerns of their own. We are helping them stay informed and prepared, helping them so they can help you. We are instructing them to stay away from work if they are ill, introducing measures to ensure they will not lose pay for COVID – 19 related absences. Health should not be trumped by concerns over pay.

It is important that you stay in touch with our knowledgeable staff if you require financial assistance of any nature. We recognize you will face challenges. We can implement programs to assist you through these turbulent times.

If you have concerns we’re here to help. We will be available in person or by phone, 403.845.2861. You can always email us at info@rockycu.com.

Fraud will happen. It may even become more rampant with all the confusion around COVID – 19. Rocky Credit Union will **never** send you unsolicited emails asking for confidential information, like your password, PIN, access code credit card or account numbers. Please do not respond to any requests for this information.

As COVID – 19 affect the operations of Rocky Credit Union we will keep you informed. Please check our website, www.rockycreditunion.com for regular updates.

We won’t solve every challenge, but we promise to serve our Members and our Communities as best we can.

Sincerely,

Randall Sugden
CEO
Rocky Credit Union