

COVID-19 UPDATE



UNITY CREDIT UNION

March 17, 2020

WE'RE HERE FOR YOU

We know our members are concerned about the Coronavirus (COVID-19) situation – we are too. At Unity Credit Union, we take the health and safety of our members and staff very seriously.

We want our members to know we are closely monitoring the evolving situation with respect to COVID-19. We want to ensure our members continue to get the services they need as the situation evolves. While we are still open to serve members, we encourage members to take advantage of our online and mobile banking services, or to call us directly instead of coming into the branch.

DIGITAL BANKING OPTIONS

We applaud the many people who are being proactive and limiting their social interactions. Whether you are self-isolating, looking for ways to practice social distancing, or simply looking to reduce the amount of trips you take into public spaces – here is a list of digital banking options available.

ONLINE BANKING: You can perform most of your daily banking transactions online at www.unitycu.ca. If you are not currently registered for MemberDirect® Online Banking, contact us at 306.228.2688 to get started today. Once you login using your 'Login ID' (card number) and 'Personal Access Code' (password), you can access the following services:

- **Interac® e-Transfer:** Use this feature to electronically transfer money securely—to friends, family, or pay your employees. All you need is your recipient's email address or mobile phone number to send money in just a few quick and easy steps.
- **Pay Bills:** Pay your bills remotely using your Online Banking or Mobile App. You can also set up pre-authorized bill payments with your bill payment vendors (this means your payment is automatically debited from your account each month).
- **Transfers:** Electronically transfer funds between your accounts using your Online Banking or Mobile App.
- **Direct deposit:** You can have any regular cheque you receive automatically deposited for you. Call us at 306.228.2688 to find out how.

MOBILE BANKING: Download our Unity Credit Union Mobile App on your smartphone (MemberDirect® Online Banking is required first) to access your banking needs on-the-go. Our Unity Credit Union App allows you to access the same features as our Online Banking, with a few extra features:

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- **Deposit Anywhere:** Using this feature of our Unity Credit Union Mobile App allows you to deposit cheques with your smartphone by taking photos of the front and back of the cheque using your smartphone camera.
- **Check your balances:** If you enable 'Quick View', you can check your account balances, without logging into your account. You can also view your transaction history in real-time using your Online Banking or Mobile App.

TELEPHONE/SKYPE CALLS: Unity Credit Union staff would be willing to assist members remotely, by either telephone or video conferencing. This will protect both staff and members from further exposure by limiting the places you visit on a daily basis. We also utilize **DocuSign**, so members can sign documents electronically, without coming into the branch. Call us at 306.228.2688 to speak with our staff, or arrange a call via electronic communication.

ATM: Unity Credit Union's ATM is available inside our entrance 24/7 to allow you to access your funds any time, day or night. There is also a "ding free" ATM network across Canada that allows you to access your funds without an added ATM fee.

WAYS TO PAY: In addition, you can use the following electronic methods of payment:

- **Interac® Online:** When online shopping, choose Interac® Online at check out to use your Unity Credit Union Member Card debit card to pay for your purchase. You will be redirected to choose your financial institution from a dropdown list, and then prompted to login to Unity Credit Union's secure Online Banking site to complete your payment.
- **Google Pay:** If you have an Android device, add your Unity Credit Union Member Card to Google Pay and use this to check out at online retailers, or tap your smartphone at a point-of-sale terminal to complete your payment.
- **Apple Pay:** If you have an Apple device, add your Unity Credit Union Member Card to your Apple Wallet and use 'Apple Pay' to check out at online retailers, or tap your smartphone at a point-of-sale terminal to complete your payment.
- **Unity Credit Union Collabria Credit Card:** We offer various personal and business credit cards to suit your needs. These can earn you rewards, while eliminating the need for extra cash on hand.

For more information on how to use our digital banking services, contact us by calling 306.228.2688.

FRAUD PREVENTION

Scammers often use events like the COVID-19 as an opportunity to attain personal information from people who may be overly worried or preoccupied. We encourage our members to be extra diligent when receiving emails and texts with messages claiming to be their financial institutions. Unity Credit Union will never ask for personal information like Social Insurance Numbers, account information, or passwords by text or email.

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WORRIED ABOUT COVID-19 AFFECTING YOUR FINANCIAL WELL-BEING?

This situation is not easy, and we do not know how long it will last. Given this uncertainty, many people are concerned about how the situation is going to affect them. We've had lots of members reaching out to determine how it will impact their financial well-being; if you're concerned, we encourage you to do the same. Whether you need advice, solutions, or extra help - we're here for you. Talk with us today by calling 306.228.2688.

STAY INFORMED

We will continue to provide updates as they become available through our website and social media channels.

We encourage our members to stay informed about the facts surrounding COVID-19 and recommend the following links to qualified authorities:

- [Saskatchewan Health Authority](#)
- [Public Health Agency of Canada](#)
- [World Health Organization \(WHO\)](#)
- [Government Travel Advice and Advisories](#)
- [Centers for Disease Control \(CDC\)](#)

WE'LL ALWAYS BE THERE.

If you have any further questions, please contact us by phone at 1-306-228-2688 or email us at info@unitycu.ca and we will be happy to assist you.

-Unity Credit Union Staff & Board of Directors