



## IMPORTANT NOTICE – CORONAVIRUS DISEASE (COVID-19)

Loyal members this is to advise that all decisions related to the Coronavirus Disease (COVID-19) have been and will continue to be made with the safety and well-being of our members, employees and other stakeholders in mind. We are monitoring the information and developments of COVID-19 and changes will be made in keeping with advisories from the Trinidad and Tobago Government agencies. Should any disruption to our business operations occur, we will proactively keep you informed. Please take note of the following.

### Event Changes

The following will be postponed/suspended until further notice:

- The Annual General Meeting scheduled for March 28th, 2020
- Saturday Business hours

### Business Continuity

The following measures are already in place:

- Social Distancing
- Appropriate protective and preventative apparatus have been made available to staff to assist in preventing the spread of the virus
- The Lobby area will be cleaned more frequently throughout the day.
- Arrangements for private transport for staff to commute to and from work.
- Critical operations have been identified and appropriate staff will be rostered for these purposes.
- Internal and external communication systems to provide timely and accurate information.

**The following have been implemented to address concerns about continued access to service if we have to close our offices.**

- Key staff members have been outfitted with the necessary tools to work from home.
- Speak with a member of staff to apply for a loan, Teller Services, assistance with online banking access or any other member service at the following numbers:
  - 358-0581
  - 708-2228
  - 491-2228
  - 478-2228 - Fyzabad
- We strongly urge you to utilise our online banking options to apply for loans, access your balances, transfer funds, request funds and obtain information.  
Visit [www.communitycarecu.org](http://www.communitycarecu.org) to enrol for online banking access.



## IMPORTANT NOTICE – CORONAVIRUS DISEASE (COVID-19) (CONTINUED)

### Payments/Disbursements

Funds will be disbursed to members via direct deposit or wire transfer. You are invited to contact us to provide updated information.

Payments can be made via online banking to our **RBC Bank Account – 100011011323048**.

### Communication

Internally we can be reached at the following:

- [admin@communitycarecu.org](mailto:admin@communitycarecu.org)
- [ccculoans@communitycarecu.org](mailto:ccculoans@communitycarecu.org)
- [cccusalesmktgcomm@communitycarecu.org](mailto:cccusalesmktgcomm@communitycarecu.org)

Externally we can be reached via our live chat

- [www.communitycarecu.org](http://www.communitycarecu.org)

We will share information via text messages and the following digital platforms:

- Website [www.communitycarecu.org](http://www.communitycarecu.org)
- Facebook [www.facebook.com/commcarecu](https://www.facebook.com/commcarecu)
- Instagram [@commcarecu](https://www.instagram.com/commcarecu)

Our operations have not been impacted as yet, however the situation is dynamic. To receive our bulletins, you need to ensure that we have your current email address and mobile contact information. We will provide updates as necessary. You can follow us on Facebook and Instagram.

### REMEMBER WE CARE!

David Rocke  
President

March 15th, 2020

