

we care

IMPORTANT NOTICE – CORONAVIRUS DISEASE (COVID-19) Bulletin #4

CHANGE IN BUSINESS OPERATIONS

We continue to place stakeholder safety at the center of our operations at this time to support the behaviours required to constrain the spread of Coronavirus Disease - COVID-19. In this regard, the following changes in our business operations take effect from March 25, 2020 until further notice.

CHANGE IN BUSINESS HOURS

Opening Hours – 8.30 a.m. – 1.00 p.m.

Teller Hours – 9.00 a.m. – 12.00 noon

CUSTOMER SUPPORT SERVICES - BRANCHES

Deposit and withdrawal of cash

Loan payments

Customer requests – loans/withdrawals

CUSTOMER SUPPORT SERVICES – REMOTE

Loan Interviews

Customer Support requests/queries

CUSTOMER SUPPORT SERVICES – ONLINE

Online Banking

Online/Offline Chat

Direct Deposit payments to our RBC Account

COMMUNICATION CHANNELS

Customer Support

- 358-0581 – Samantha Mohammed
- 708-2228 – Maria Chong Ling/Dominique Webb
- 491-2228 – Nicole Debisette/Crystal Cox
- 797-7351 – Clifton Edwards

Fyzabad

- 478-2228 – Jessica Gift

Administration

- 493-2228 – Kim Charles

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admin@communitycarecu.org

We will continue to keep you updated as adjustments demanded by this dynamic situation occur to ensure minimal disruption in service.

WE URGE YOU TO OBSERVE ALL PROTOCOLS REQUIRED TO ACHIEVE SOCIAL DISTANCING GOALS INSTITUTED BY THE GOVERNMENT ADVISORIES AND OUR CREDIT UNION.

David Rocke
President

March 24, 2020

