

We're in This Together! Good News!

We are now in our second week of our meteorological summer – which started June 1st. I for one am more than ready for it! A lot has happened since my last update. The province has started to open up again and we are now at stage yellow or phase three.

Our credit union has updated our Operational Plan and are now ready, with day cares being reopened, to be able to move back to more normal operational hours.

Commencing June 15th until further notice:

Business Hours at all Branches:

9:00 AM – 4:30 PM

Open for regular in branch teller service

LENDING – Loans, Mortgages, LOC & Business Financing

Via telephone or on-line request

Please note we have areas set up in each branch for signing documents and also have the ability to send documents through DocuSign for electronic signatures.

All branches are clearly marked with recommended procedures for social distancing at all times (minimum 2 meters apart) and hand sanitizers are available for everyone to use.

Please continue to stay home if you have travelled or are experiencing symptoms.

ATMS AND NIGHT DEPOSITS WILL CONTINUE TO BE PROCESSED AS NORMAL

Contact us at: progressivecu@progressivecu.nb.ca or 458-9145

If you are looking for financial assistance or wish to discuss your present financial situation, please do not hesitate to reach out to any of our Financial Service Representatives or Commercial Team to discuss your situation. ***We are here for you and ready to assist you.***

What are we doing to protect members and staff from COVID-19?

- As an essential service we have put many measures in place to protect both our member and our staff.
- Plexiglass protectors at our counter areas and any other area we are meeting with members and cannot maintain a 2 meter distance
- Enhanced cleaning every day in addition to sanitizing high-touch areas regularly
- Hand sanitizer is available for staff and members
- Self-assessment questions are posted at the entrance to the branch
- We are continuing to limit the number of members in branch at one time to enable social distancing
- We have reconfigured our public spaces including floor markers and removal of commonly touched items

- If you are feeling ill we kindly request that you do not visit the branch. We are happy to serve you in another way including online, mobile or telephone banking. The well-being of our members, staff and communities is our top priority.

Some of the programs launched over the last few months:

- Progressive Payment Relief Program for loans and mortgages - www.progressivecu.nb.ca
- CRA Direct Deposit signup through MemberDirect our on-line banking service
- Government Funding Programs – CEBA – *stay tuned for more updates as the government makes changes to this program.*
- Information on other Government Programs - www.honestmoney.ca – Covid-19 Updates – Tools: Government Financial Relief Programs.
- Collabria Credit Cards – payment relief program - <https://www.collabriafinancial.ca/about-us/#covid-19-update>.

Special Service Charges for April & May

We offered special service charge enhancements for the months of April and May. The specials will not be offered again at this time but rest assured we are in the process of re-evaluating our Service Package Offerings and ***there will be*** enhancements coming soon with new and enhanced packages.

Thank you everyone for continuing to take care of us and each other by respecting the physical distancing! If you need anything please contact us at 458-9145 or at progressivecu@progressivecu.nb.ca.

Take Care and Be Safe,

Rhonda Calhoun
CEO, Progressive Credit Union