

UPDATE

About the Coronavirus Disease (COVID-19)



The health and wellness of our members and our employees is a top priority for us at Encompass Credit Union, and we're closely monitoring the evolving impact of the COVID-19 pandemic. Currently, the risk to Albertans is still rated as low according to the Alberta Health. Our Encompass branches are open, and our mobile and digital channels continue to be available 24/7. However, to ensure the health of our employees and members, we want to assure you that we have adjusted our operations and taken numerous precautions including the following:

- To try and slow the spread of the virus, we'd ask members to use our online and mobile banking platforms for most transactions, or use the ATMs for cash
- We have increased the frequency and depth of our cleaning and sanitizing in each of our branches and our ATMs
- Hand sanitizer is available at all branches
- We are requiring employees to stay home if they are feeling unwell
- In line with Alberta government recommendations for social distancing, we are encouraging employees to meet with members over the phone rather than in person, when possible. Call our Main Branch at 780-842-3391 and we will be happy to serve you that way
- In some rare cases where we may have staff shortages in smaller branches, they may be closed on certain days
- If you have travelled outside of the country recently, we respectfully ask you to not attend the branch, as directed by the Government of Canada and the Alberta Government

If you are feeling unwell, we kindly ask that you contact us by phone or online instead of coming into a branch.

For further reading about the Coronavirus disease (COVID-19), please click the link below:
<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>

For further questions, please contact your local branch, or email us at askus@encompasscu.ca