

A message from Kelly Longley, Encompass Credit Union CEO

In these uncertain times, we know that many of our members will be impacted due to the economic events related to COVID-19, however, we do not know specifically how this will impact individual members and member businesses in regards to loans. We are here for you, and we ask members to be proactive, and reach out to our staff (account managers or personal lenders) to determine what steps may be taken together to alleviate some of the concerns.

[Click through for a letter from our CEO, Kelly Longley](#)

With the continued effects of COVID-19, the health and safety of our members and employees is top of mind. We know COVID-19 has had, and will continue to have, a big impact on many members and we're here to support you with banking services and financial advice, anytime.

During this time, you can expect the continued ability to bank with us by phone 780-842-3391 or through digital channels.

Mobile Banking Solutions

Supporting our community means everything to us. During difficult times, the best thing we can do for each other is offer our support from a distance. That means limiting in-branch visits whenever possible.

Although our branches remain open, our focus is finding the best way to support our members while maintaining a safe and healthy space in-branch for our Encompass team members. During this time, we can continue to be here for you in different ways:

Call us:



You can call your branch to connect with a member service representative with any questions you might have and we can best direct you from there. **780-842-3391**

Use our Go Mobile App:



You can download our mobile app by searching "Encompass Credit Union Ltd." on the App Store and Google Play. Through the app, you can check your balance, pay bills, deposit funds, transfer funds, manage payments, and more.

Deposit your cheques remotely with Deposit Anywhere™:



Using our app, you can deposit cheques by taking a photo (remote deposit capture).

Login to your online banking:



Many day-to-day banking services can be completed online, such as: checking your balance, paying bills, transferring funds, managing payments, and more.

Pay your bills remotely:



You can pay bills online by logging into your online banking or using our mobile app. You can also set-up preauthorized bill payments, so that your specified bills are automatically paid each month. You can also place your bill payments in an envelope and use the night depository.

Use our ATMs:



ATMs will remain open so that our members have access to automatic teller services, including cash withdrawal. Rest assured, we're keeping our ATM surfaces sanitized through frequent and thorough cleaning.

INTERAC e-Transfer®



Interac e-Transfer® offers you the convenience of sending money directly and securely from your bank account. You can make or receive a transfer from anywhere, at any time using your computer or smartphone.

Your money is safe.

Your deposits are 100% guaranteed by the Credit Union Deposit Guarantee Corporation. This means both the money you put in and the interest earned is safe and secure — up to any dollar amount. <http://www.cudgc.ab.ca/>

Branch Hours.

As the situation is rapidly changing, there may be changes to branch hours. We'll post any changes as they happen on our website www.encompasscu.ca

Branch hours have been reduced effective March 24. Check for new hours on your branch page before visiting. [CLICK HERE FOR MORE INFORMATION](#)

Online Banking How To:

<p>Encompass Credit Union Presents How to Get Started with Online Banking PDF</p>	<p>Encompass Credit Union Presents How to Login to Your Internet Banking for the First Time 4:48</p>	<p>Encompass Credit Union Presents How to Change Your Personal Access Code (PAC) 1:08</p>	<p>Encompass Credit Union Presents How to Set Up Increased Authentication 3:00</p>
<p>Encompass Credit Union Presents How to Pay a Bill Online 4:38</p>	<p>Encompass Credit Union Presents How to Add or Delete a Bill Payee 3:14</p>	<p>Encompass Credit Union Presents How to Transfer Money From One Account to Another 3:58</p>	<p>Encompass Credit Union Presents How to Transfer Money to Another Member's Account 1:57</p>
<p>Encompass Credit Union Presents How to Send an Interac e-Transfer® 2:26</p>	<p>Encompass Credit Union Presents How to Set Up Direct Alerts 4:59</p>	<p>Encompass Credit Union Presents How to Manage Your Alerts Contacts 3:17</p>	<p>Encompass Credit Union Presents How to Use Lock'N'Block® 1:53</p>

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