



Hamilton, ON – October 22, 2020

Branch Update from May 1st

The way we bank has changed dramatically over the past few years. Many of our Main West Branch members are already visiting our Limeridge Branch due to COVID-19 and using other ways to do their banking, such as online and by telephone.

In some branches we now see an average of under 20 members regularly visiting us each week. We need to make sure our branches meet the current and future needs of our members, and HMECU remains committed to face to face services in branch through a network that covers Hamilton, Brantford, and Burlington.

We will be transferring our Main West members to our nearby Limeridge Branch located at 209 Limeridge Rd E and no longer offering appointment only service at the Main West Branch.

We are here to help

We are here to support members through the changes, especially those who would benefit from extra help with their banking. We would encourage you to make sure you are set up to bank with us using one of the options below, so you can access your banking from home or elsewhere 24/7:

[Mobile Banking App](#) [Internet Banking](#) [Telephone Banking](#)

If you do not have access to these alternative services and are worried about not being able to visit a branch, please get in touch. We are now able to support you with many services without the need to visit us. We can talk through all the ways we can support you, including:

- member service by phone
- [ATM Network](#) access across Ontario
- [online loan](#) and [personal account](#) application support
- video conference call (*coming soon*)

We understand that there are lots of different reasons you may need us to work with you differently, either now or in the future. You may need extra support with your wellbeing due to a life event, or because you find your new dream home. We have lots of information on how we can support you.

[Find a Branch](#) [Find out all Ways to Bank with HMECU](#) [Book an Appointment](#)

HMECU staff will work to ensure minimal member impact during this transition, including having the ATM available at the Main West Branch location [until Dec 31, 2020](#). Ongoing communication about the branch closure will be made available to members by mail, in-branch and on our website in the coming weeks. Members who have a safety deposit box will be sent more information closer to the moving date.

We sincerely thank our members for their continued loyalty.