



April 22, 2021

To our Valued Member,

Together, it is our priority to do everything we can to carefully address our members and employees' safety and health as the COVID-19 outbreak continues to evolve.

We continue to follow the guidance from Public Health and the provincial and federal governments and continue updating our responses as more information becomes available. HMECU employees continue working at alternate locations or from their homes to ensure continued service for our members. If employees are unwell, they are required to stay home and are supported by our paid personal leave policy.

In order to stop the spread of COVID – 19, HMECU asks and encourages members to use digital services. Our website allows our members to [book appointments](#) with one of our HMECU team at a date and time that is convenient for you. During your online appointment, staff can set you up for our Online Banking services. Online Banking allows you to [complete many of your in-branch transactions like your bill payment, cheque deposits and transfers between your accounts at home](#). HMECU also allows members at [no charge to use other credit union ATMs in Ontario](#) to help encourage social distancing and minimal contact.

Given that members are completing more banking over the telephone, we are experiencing a higher number of phone inquiries and overall wait times on the phone. We appreciate your patience and your understanding as we work to answer all your calls.

At physical locations, HMECU continues to limit the number of members in-branch, at any given time, to six. For the most up-to-date information related to our hours and/or location availability, check our [website](#), [Twitter](#), or [Facebook](#).

We know that you may have to make important financial decisions in the coming months. I encourage you to speak with one of our HMECU team if you have any questions or are concerned about your personal finances. We can work with you to develop a plan to get you through the necessary times.

I appreciate the support and commitment of everyone as we continue to respond to the evolving COVID-19 outbreak. Should you have any questions, please feel free to email info@HMECU.com or call us at 905-575-8888.

We look forward to seeing you soon.

Lew Figol,
President and Chief Executive Officer

209 Limeridge Rd. East,
Hamilton, ON, L9A 2S6

Tel. 905-575-8888
Fax 905-575-3104

info@hmecu.com
www.hmecu.com