



March 13, 2020

To our Valued Members,

At HMECU, our thoughts are with those who have been affected by the outbreak of coronavirus (COVID-19). We believe it is our role during this time to prioritize the health and well-being of our members and staff while also playing a role in supporting the work to contain the virus with local health officials and government leaders.

I wanted to personally reach out to you our members and provide an update on the actions that HMECU is taking to help prevent the spread of the virus and support the health and well-being of our members, and our employees.

You may become aware that over the next few weeks we have taken a series of precautionary steps in response to this developing public health impact, including signage, increased cleaning and sanitizing procedures for our branches and staff. We appreciate your understanding that, as a member, your HMECU Experience may look different as we work through this time together.

While we are currently maintaining regular operations, our branches are prepared to modify operations with options that still allow us to serve you. This means we may adapt the branch experience by limiting face to face interactions and completing request by phone and email, or in some cases have transactions completed digitally or at an ATM. As a last resort, if we feel it is in the best interest of our members and staff, or if we are directed to do so by government or the health authorities, we will close a branch location. In any such situation, we expect branch disruption to be temporary.

I want to also thank you for supporting HMECU and our staff. It is our intent to remain transparent, providing the latest information to you our members. Should you have any questions, please feel free to email [info@HMECU.com](mailto:info@HMECU.com) or call us at 905.575.8888

We look forward to seeing you soon.

Lew Figol,  
President and Chief Executive Officer