

January 14, 2021

To our Valued Members,

Effective today at 12:01 a.m., the provincial government declared a State of Emergency and issued a Stay-at-Home Order requiring everyone to remain at home with exceptions for essential purposes or activities, such as going to the grocery store or pharmacy, accessing health care services, for exercise or for work where the work cannot be done remotely.

Healthcare and Municipal Employees' Credit Union provides services for personal and commercial banking and wealth management and has been designated by the provincial government to be an essential service that must be maintained throughout the COVID-19 Pandemic.

Please Stay Home

Your health and the health of our staff is very important to us. While the credit union remains open to serve our members, we are urging members to stay home. The best way that we can ensure that you or our staff do not become infected is to avoid all social contact. Before coming to the branch, consider if you can complete your transaction remotely. All loans, mortgages, investments, bill payments, etc., can be completed without ever having to come to one of our branches. We can facilitate the completion of all documentation and have you sign the documents electronically.

Transactions can also be completed by the following methods:

- Mobile App
- Online banking
- Telephone banking

If you must come in for a service that cannot be completed remotely, we urge you to first make an appointment. You can do so by calling the branch or going onto our website at <https://hmecu.as.me/schedule.php> and booking an appointment at a time when your representative is available.



Healthcare & Municipal Employees' Credit Union

Branches

Our Hamilton Branch located at 209 Limeridge Rd E, and our Brantford Branch located at 330 West St will continue to remain open and be available to serve your essential services in-branch Monday to Wednesday, and Friday from 10:00 am to 4:00 pm and Thursday from 10:00 am to 6:00 pm.

Staff are also available to serve our members over the phone between the hours of 9:30 am and 5:00 pm on Monday, Tuesday and Friday, 10:00 am to 5:00 pm on Wednesdays and 9:30 am until 6:00 pm on Thursdays.

Our Satellite locations continue to be closed during this time.

I also want to thank you for supporting HMECU and our staff during these trying times. 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 or call us at 905.575.8888

We look forward to seeing you soon.

Lew Figol,
President and Chief Executive Officer