

November 12, 2020

As Winnipeg has moved into the red status of the Pandemic Response system, I wanted to reach out directly to say that Carpathia Credit Union is prepared and ready to help our members.

Our branches remain open and available to assist you. We're committed to doing our part to help slow the spread of this virus and keep our members and staff safe. We are open to walk-in traffic during regular business hours, subject to physical distancing, mask protocol, and capacity limits. Contacting us via phone (204-989-7400), email ([info@carpathia.ca](mailto:info@carpathia.ca)), or online is preferred during this time and we'll be working to respond promptly to your queries. We've taken numerous precautions to keep our branches clean and safe, including deeper cleanings using recommended sanitizers, regular disinfecting of high traffic zones, floor decals indicate where to stand while waiting to be served, and plexiglass shields installed at teller wickets and in offices.

Manage your money easily, anytime, and anywhere. Carpathia Online and our My Carpathia mobile App let you confidently conduct your financial transactions from the comfort and convenience of your home, 24/7. Our nationwide network of ding free ATMs are available to withdraw, deposit, check balances, and make transfers. Find out more about these features at <https://carpathia.ca/Personal/ManagingYourAccount/>.

If you are not currently signed up for Carpathia Online or our My Carpathia mobile app, we encourage you to call your branch and we can set this up for you.

We ask that you do not visit our branches or offices if you have been in close contact with a known case of are exhibiting symptoms of COVID-19.

**Lisa Jaworsky**, CPA, CMA

Chief Member Experience Officer