



# Novel Coronavirus (COVID-19) Updates and FAQs

## 1. **How is Innovation Credit Union protecting staff and members?**

Our members' and staff safety are our number one priority. We are continually monitoring daily member feedback, as well as changes happening globally. We will continue to be responsive during these trying times and are implementing the following proactive safety measures:

- employing external contractors, including additional cleaning and sanitation at our advice centres,
- encouraging social distancing and ensuring we follow the "6 foot rule" to protect members visiting an advice centre,
- adding glass partitions to protect members and staff,
- limiting the number of people in the advice centre to 10 at a time,
- limiting staff non-essential business travel, and
- cancelling or postponing large staff gatherings/meetings.

## 2. **Are the Advice Centres clean?**

Yes! Our priority is the safety of our members and employees. We have increased the frequency of cleaning and sanitation of our facilities during this time. This includes disinfection of door handles, countertops, ATM machines and keypads and surfaces.

## 3. **Is my money safe?**

Absolutely! Innovation is a financially sound organization. We are regulated provincially by Credit Union Deposit Guarantee Corporation (CUDGC) - deposits held in Saskatchewan credit unions are 100% fully guaranteed. For more information on CUDGC, please visit their [website](#).

#### 4. **What happens if my advice centre must close? And have advice centre hours changed?**

We are asking members to please only visit an Innovation branch if URGENT/ESSENTIAL.

We are temporarily closing some advice centres and reducing hours of service. These changes will be in effect until further notice and could change at any time.

In the event of an advice centre closure, we are still here to help. You can give us a call at 1.866.446.7001 for assistance or book a phone appointment if needed.

We have developed a "how-to" playlist on YouTube to help you bank from home digitally using desktop or by mobile app. Click [here](#) to view.

*Stay tuned to our website for updates on hours and temporary advice centre closures.*

#### 5. **I don't want to go into the advice centre. What can I do?**

We understand you have concerns about visiting public places during this time, including your local Innovation advice centre. We have outstanding digital services that give you the ability to bank from home 24/7 using your smartphone or computer. These include:

- **Mobile app.** You can download our mobile app by searching "Innovation Credit Union" at your favourite app store. Call us to get set-up today: 1.866.446.7001.
- **Online banking.** If you'd rather bank using your computer, our online banking platform offers many of the same convenient services as our app. Call us to get started: 1.866.446.7001.
- **Remote deposit capture.** You don't have to come to an advice centre to deposit your cheque. You can easily deposit it using your smartphone in seconds. [Learn more...](#)
- **Direct deposit.** You can have any regular cheque you receive automatically deposited for you. Give us a call to find out how: 1.866.446.7001.
- **Pay bills.** You can pay bills online using online banking or our mobile app. You can also arrange for pre-authorized bill payments where your bills are paid automatically for you each month. Call us for help with set-up: 1.866.446.7001.
- **Call centre.** Our call centre staff are outstanding. You can apply for loans, mortgages, line of credits, accounts, investments and more right over the phone or through video chat. We have extended hours to serve you. [Learn more...](#)

#### 6. **Have other services been suspended?**

Please be advised that the credit union system has indefinitely suspended the CUConnect program. Please call us at 1.866.446.7001 to see if we can be of assistance for your banking needs.

Effective Monday March 23, our Mobile Advice Centres will be temporarily decommissioned from regularly scheduled routes/visits. Please consider our digital banking options available. Our "how-to" playlist on YouTube can help you bank from home digitally using desktop or mobile app. Click [here](#) to view.

## **7. How can I stay up to date with what is happening at Innovation Credit Union?**

We're committed to helping our members during COVID-19 and remain dedicated to ensuring our members continue to have access to the services they need. Regular updates and responses to your frequently asked questions (FAQs) will be posted here, as well as through our social media channels. If you have additional questions or concerns, please don't hesitate to call us 1.866.446.7001.

## **8. I'm worried about my future financial well-being. What can I do?**

We understand the financial uncertainties that COVID-19 is creating for our members. We are committed to helping you through this challenging time.

Innovation Credit Union will consider extending flexible loan repayment options on your personal loan or mortgage including an interest-only option for up to 6 months or a payment deferral option of up to 3 months. [Learn more...](#)

If your farm or business has been impacted by COVID-19 (coronavirus), Innovation Credit Union will consider extending flexible loan repayment options including an interest-only option for up to 12 months or payment deferral options. [Learn more...](#)

If you need to seek further advice, please call your Financial Advisor or our call centre at 1.866.446.7001, so we can discuss your financial needs and help you feel more at ease. Please note, we are experiencing higher than normal call volumes. We thank you in advance for your patience.

### **Useful Resources**

To stay informed about the facts surrounding COVID-19 we recommend the following resources:

- [Public Health Agency of Canada](#)
- [Government of Saskatchewan COVID-19 webpage](#)
- [World Health Organization](#)
- [COVID-19 Self-Assessment Tool](#)
- [Government Travel Advice and Advisories](#)