

Message from our CEO,
Kathy Foster

For more than 75 years, Ganaraska Financial Credit Union has been helping Members get through the good times and the bad and now, as we face the challenges of COVID-19 – we're going to get through this together.

We're here to help our Members

Ganaraska Financial Credit Union pledges to work with our Members during these difficult times and we are ready to support you. Members are encouraged to contact their branches to discuss options to help reduce their financial stress due to the impact of COVID-19.

Ways to Bank at Ganaraska Financial Credit Union

You don't have to visit a branch to discuss your options. Connect one of friendly knowledgeable staff members Monday to Friday, 9 a.m. to 5 p.m. at 1-888-374-1717 or online at info@ganaraskacu.com. They are here to help with your day-to-day banking needs.

We also strongly request that our Members take advantage of GFCU's online and mobile banking services – which are available 24/7 – to do your banking from the comfort and convenience of your home.

Our branches also have ATMs for your use. For our Members who may not be close to a branch, or even outside of the province, [THE EXCHANGE Network](#) gives you access to more than 3,700 ATMs across Canada, free of charge.

Status of Branches

All of our branches are open from 10 am to 4 pm Monday to Friday to serve our Members should you need to visit a branch.

Ganaraska Financial Credit Union is strong and your money is protected
Your deposits and investments up to \$250,000 are automatically insured by the Financial Services Regulatory Authority (FSRA) if they are held outside a

registered plan. That's \$150,000 more than the banks offer. Coverage is unlimited if the investment is registered (RRSP, RRIF or TFSA).

COVID-19 and fraud – be aware

The amount of news coverage surrounding COVID-19 has created new opportunity for criminals. [Be on the lookout for phishing attacks](#) that try to exploit public fears. Be aware of fraudulent emails that attempt to trick you into revealing your personal information or clicking on malicious links or attachments. Remember to never send personal and/or financial information by email.

Our community includes our Members and our employees

As far as business as usual at GFCU, we're adapting every day. Our front-line staff continue to be there for you; however, we ask that whenever possible, you limit your interactions to phone calls or emails and all the other remote options outlined above in "Ways to Bank". If you must visit a branch, please do so only if you are in good health and are not experiencing any symptoms. Don't forget to wear a mask. If you have travelled outside of the country or have been in contact with others who have, please call us instead – there's lots of ways we can help.

We're here to help

GFCU is committed to helping our Members through these challenging times. We will continue to offer the banking services you expect and the expert advice you need. We are strong, well-prepared and ready to support our Members.

I thank you for your continued support of GFCU. Like I said before, we will get through this together.

Stay well and thank you for your continued business,

Kathy Foster,
CEO