



To our valued members.

Throughout the course of this pandemic, our response has been guided by two objectives. First, to ensure the **safety and well-being** of our employees and members. And second, to ensure **continuity of service** to our members.

Our response has been a balancing act to ensure that we meet our objectives without creating unnecessary barriers to accessing the products and services that you expect from your **Credit Union**.

We sincerely appreciate the **patience and understanding** that you've shown our employees as we've navigated the various changes that we've had to make.

Thank you.

The New Year is bringing new **challenges**, including an increase in local confirmed cases of COVID-19. In response to this, we'll be splitting most of our employees into two work groups who will be working in our branches on alternating weeks. This way, if one group becomes compromised by the virus, the other group can continue providing in-branch service.

While we are confident that our employees will continue to provide the **best service**, we also recognize that having half of our workforce away from the branch will have an impact on wait times, both in-branch and on the telephone. In addition, we'll need to **pause in-branch service in our Williams Lake branch on Saturdays** until it is no longer necessary to have our employees working in separate work groups.

We're equipping many of our employees to provide service from home, but we ask for your **continued patience** as we make this necessary change to our operations. Should you have questions or concerns, please **reach out** to us.

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