

OMISTA and COVID-19

Last updated: March 26, 2020

With the continued effects of COVID-19, the health and safety of our members and employees is top of mind. We know COVID-19 has had, and will continue to have, a big impact on many members and we're here to support you with banking services and financial advice, anytime.

Health and Safety

How is OMISTA protecting members and employees?

Since early March, OMISTA has been actively monitoring and managing impacts of COVID-19 on our employees, branch operations and communities. Through it all, the health and safety of our members and employees has been top priority. Our branch is cleaned on a regular basis; however, we've taken further measures to reduce the risks and impacts of COVID-19:

- Implemented numerous precautions to keep our branches and ATMs disinfected including deep cleaning every day, sanitizing door handles, ATMs, and reception areas
- Increased the supply of hand sanitizer in our branches and keeping employees and members well informed and educated on safe sanitization practices
- Reduced the number of employees in the physical branches, many working remotely, while we continue to provide access to essential financial services
- Put in place special branch hours and procedures to protect members who may be more vulnerable to the COVID-19 virus
 - 10 am – 12 pm March 27, 30, and 31 reserved for seniors only
 - A maximum of five members permitted in-branch at any given time
 - Bill payments processed over the phone for members not signed up for online or phone banking

What role do members play?

Members play a role in helping us keep our operations healthy and safe. Here's what you can do to help reduce the potential spread of COVID-19. You are encouraged to take advantage of our online, mobile, and telephone banking or to **call us** directly instead of coming into a branch. Additional information is posted on our website including how to get set up with the account access option that works best for you. You can also contact us at inquiries@OMISTA.com. If you do visit a branch, please use hand sanitizing stations and maintain good hand washing practices.

If you're not feeling well or if you have recently travelled internationally, avoid coming into a branch for your banking needs.

I've been diagnosed with/exposed to a positive COVID-19 person and was in a branch. Should I let you know?

Please call your branch with any details you can provide about your contact with us.

Why are employees not wearing masks?

Public health officials, including the World Health Organization (WHO) and the Centers for Disease Control and Prevention (CDC) do not recommend facemasks for anyone who is not displaying symptoms of COVID-19. Masks are not an effective measure at reducing exposure and are only effective at reducing transmission when worn by an infected person.

Will you be asking members who are wearing medical masks to remove them upon entering a branch?

No. We understand that individuals who are more vulnerable to COVID-19, or who are concerned about becoming infected, may choose to wear a medical mask. If an employee is uncertain of a member's identity or is unable to confirm their identity in accordance with our legal responsibility as a regulated financial institution, we may ask the member to temporarily lift their mask so their identity can be confirmed.

What is physical distancing?

Physical distancing is considered to be one of the most important measures to slow down the exposure and spread of the virus. This means taking measures to minimize close contact with others as well as reducing the overall number of people we come in contact with. To protect the wellbeing of our members, staff and community, we are practicing the following:

- Keeping a minimum of two metres distance between employees and visitors
- Limiting the number of visitors to each branch during open hours
- Holding member meetings by phone
- Greeting people with a smile instead of a handshake
- Postponing our AGM

How are you communicating with members?

We are reaching out to members by phone, email, our website, and through social channels. Our focus is continuing to meet your banking needs while helping ensure the health and wellbeing of employees, members and the communities we serve.

Banking Services

Where can I get up-to-date information about branch closures or service changes?

Keeping you informed will continue to be an important part of what we do. You can expect:

- Regular updates on OMISTA.com and OMISTA social media channels
- Email communication when changes significantly impact our ability to serve members
- Support from our employees by phone and email
- Changes to branch hours or closures will be communicated to members through email, our website, social media, or some combination.

How will I access my banking services if I am avoiding public places or can't come into the branch?

We have several convenient ways for you to access your banking services other than in-branch:

- Online by logging in on our website at www.OMISTA.com

The screenshot shows the OMISTA website interface. At the top, there are navigation links: Online Banking, Products and Services, Planning and Advice, and Tools and Calculators. Below this is a large yellow banner for the 'Pandemic Payment Relief Program' with the text 'We are here to support you.' and details about financial challenges due to COVID-19. To the right of the banner is a 'Login To Online Banking' form with fields for Branch (701), Account Number, and Access Code (PAC), along with 'Login' and 'Add a Memorized Account' buttons. Below the banner are four menu categories: 'Your Money', 'Your Financing', 'Your Future', and 'Your Business', each with a dropdown menu and a 'Go' button.

- Through your Smartphone using our mobile banking app which can be downloaded through your app store by searching OMSTA Mobile. This also gives you access to our Deposit Anywhere feature to deposit a cheque.
- Telephone banking by calling 1-800-963-4848
- By contacting us at inquiries@OMISTA.com

What if I don't have a computer or smartphone?

Telephone banking is an easy and convenient option. You can check account balances, pay bills and transfer money. If you haven't used it before, we'd be happy to help you set it up.

How will I get cash or make deposits?

You can withdraw and deposit money through our ATM or get cash back at a grocery retailer. If you have the option, we'd also encourage you to consider using your banking card, credit card and tap options. This requires less contact and avoids having to keep significant sums of money on hand.

I have a debit card, but I don't remember the PIN. Can you help?

Yes. Please contact your branch or email us at inquiries@OMISTA.com and we'll help you reset your PIN.

I don't have a debit card and some businesses are no longer accepting cash. Can you help?

Yes. We can provide you with an OMISTA debit card so you can easily and safely make purchases. Please contact your branch or email us and we can make arrangements to provide you with a debit card.

What are employees doing when it comes to handling money?

Handling money, identification and related documents is common practice in our credit union. To help ensure the health and safety of our employees and members, we are washing our hands frequently and thoroughly. In addition, between transactions, employees are using hand sanitizers.

Is the credit union still supporting members who are in the process of buying/selling/renovating a home?

Yes. We will work with you to complete these transactions.

Is OMISTA doing anything to help members who are experiencing financial difficulties as a result of COVID19?

Yes, through our Pandemic Payment Relief Program we are here to support you. OMISTA is committed to working with personal and small business customers on a case-by-case basis to help manage financial challenges due to COVID-19. This support will include up to a six-month payment deferral for mortgages, and the opportunity for relief on other credit products. If you are directly impacted by COVID-19 and facing financial challenges as a result, let us know by reaching out to us at inquiries@OMISTA.com or by contacting your branch.

What do I do to protect my investments with the market slowdown due to COVID-19?

Many Canadians are concerned about their investment portfolio due to market uncertainty related to COVID-19. This is a global pandemic impacting investors all over the world. Each investor's situation is unique depending on your portfolio, risk appetite, stage in life, and other factors. We recommend that you book an appointment with **ACHIEVE Financial in Moncton** or **Dave Gorman Financial Strategies in Fredericton** to assess your specific situation.

Keeping the Communication Going

How will you notify members if your branches change hours or are temporarily closed?

We will post messages on our website, social media channels and at the entrance of those branches. We will also include information on how we will continue to meet your banking needs. Our response team continues to make sure our customer service representatives have the most up-to date advice and information issued by the government.

Security and Fraud Prevention

Everything is so uncertain. Is it still safe to keep my money in the credit union?

Yes. Rest assured your money is safe and OMISTA is secure. As a regulated financial institution, deposits at OMISTA are protected up to \$250,000 per separate eligible deposit through the **New Brunswick Credit Union Deposit Insurance Corporation**. This coverage protects deposits in chequing and savings accounts, term deposits and guaranteed investment certificates (GICs), money orders, drafts, and certified cheques.

Is there an increased risk of fraud as a result of COVID-19?

The risk of fraud and scams is ever-present, and fraudsters take advantage of any opportunity, particularly when people are in a vulnerable state, like now. We have become aware of a number of new fraudulent schemes seeking to exploit the COVID-19 pandemic, including fraudulent websites asking for donations to support those impacted by the virus. Always verify a charity through a reputable source and conduct your own due diligence to make sure they are legitimate before you make a donation.

Please remember that we will never send you unsolicited emails asking for personal identification such as passwords, PINs, social insurance number, credit card or account information. You can help protect yourself by being continuously mindful of phishing scams, protecting and limiting the sharing of your personal information, and taking protective measures such as having an up-to-date operating system and anti-malware software. Be on the alert and learn to spot the common red flags of fraud at [FCNB](#).