

## Update from CEO OPPA Credit Union

Dear valued Members,

We are aware of the rapidly growing concerns and uncertainty surrounding COVID-19. Right now at OPPA Credit Union we are focused on how we can continue to serve our Members in this unprecedented time.

In an effort to maintain social distancing and mitigate the risk to our employees, we made the decision on Monday March 16<sup>th</sup> to divide our team into three distinct separate functioning units. The separation will ensure there is lots of space in our office premises to maintain a good distance from each other, and will ensure that the teams remain independent from each other. The teams will rotate in office presence and continue to provide remote support.

With this operating model, we will ensure we can meet all of our Member's needs, inquiries and requests on a daily basis while keeping our employees' safety and the safety of the general public front of mind. If you require any assistance in any way, contact us (details below) and we will be pleased to assist.

Our branch remains open if you require items such as drafts, cash or need to meet with some in regards to documentation or an application. We would ask, however, that you call ahead so we can ensure your visit is safe for both yourself and our employees.

Finally, and as a reminder, if you require relief from any upcoming loan or mortgage payments please contact your advisor or connect with us directly and we will assist in every way we can.

We can be reached at:

Toll Free 1-800-461-4288, Local Telephone (705) 726-5656 or

E-mail our service team at [contactus@oppacu.com](mailto:contactus@oppacu.com)

Regards,

Bill Whyte  
CEO

**March 16<sup>th</sup>, 2020**

**To all our valued Members (a message from Bill Whyte CEO):**

With COVID-19 dominating all aspects of our lives, I wanted to provide an update to our Members and employees. As you know, the last couple of weeks have been unprecedented in regards to COVID-19 spread and overall impact. Impacts from the virus have been felt in every area, including equity markets, consumer supply demands, travel, and personal daily routines.

Given the current situation of uncertainty I want to stress to each of you that the OPPA Credit Union is here to help you in any way we can.

While all of our services are available online or through the telephone, our branch will remain open for those who require in person transaction. We ask, if you can, to please call ahead to schedule any essential appointments. We encourage you to use online banking for your day to day banking and call our call center if you have any questions as they will continue to be fully operational.

With the uncertainty that the coronavirus pandemic has created, no doubt you will have questions about your own finances. Our professional, accredited advisors are here to answer any and all questions and assist you with any decisions you may wish to undertake. Additionally if you require relief from any upcoming loan or mortgage payments please contact your advisor or connect with us directly and we will assist in every way we can.

We can be reached at:

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We are confident that the steps we have taken will keep both our employees and our Members safe during this unprecedented time and hope everyone stays well. Through history Canadians have successfully weathered many severe situations previously and we will hopefully exit this pandemic stronger than ever.