



**Corporate Office**  
3rd Floor, 952 Main Street  
Winnipeg MB R2W 3P4  
Fax: 204.989.7715

**Commercial Centre**  
950 Main Street  
Winnipeg MB R2W 3P4  
[info@carpathia.ca](mailto:info@carpathia.ca)  
204.989.7400

950 Main Street  
Winnipeg MB R2W 3P4

80-2200 McPhillips Street  
Winnipeg MB R2V 3P4

1341-A Henderson Highway  
Winnipeg MB R2G 1M5

1375 Grant Avenue  
Winnipeg MB R3M 1Z8

1-850 Regent Avenue W  
Winnipeg MB R2C 3A8

310 Leila Avenue  
Winnipeg MB R2V 1L8

### A message to our members regarding COVID-19:

With COVID-19 top of mind for us all, I wanted to reach out directly to say that Carpathia Credit Union is prepared and ready to help our members.

**Our branches remain open and available to assist you.** We're committed to doing our part to help slow the spread of this new virus and keep our members and staff safe. Contacting us via phone, email, or online is preferred during this time and we'll be working to respond promptly to your queries. We've taken numerous precautions to keep our branches clean and safe, including deeper cleanings using recommended sanitizers and regular disinfecting of high traffic zones.

**Manage your money easily, anytime and anywhere.** Carpathia Online and our My Carpathia mobile App lets you confidently conduct your financial transactions from the comfort and convenience of your home, 24/7. Our nationwide network of ding free ATMs are available to withdraw, deposit, check balances, and make transfers. Find out more about these features at <https://carpathiacu.mb.ca/Personal/ManagingYourAccount/>. Additionally, for those without access to web or mobile banking, **we are waiving service charges for phone-based transactions.**

### We ask that you do not visit our branches or offices if you:

- are experiencing any of the following symptoms (mild or severe):
  - Fever
  - Cough
  - Difficulty breathing/shortness of breath
- have travelled to any area with an ongoing spread of COVID-19
- live with someone who recently travelled to an area with an ongoing spread of COVID-19
- have been in contact with someone known to have COVID-19 or experiencing symptoms similar to the Flu or COVID-19

**Staying safe and informed.** Please continue to rely on credible sources, such as the Public Health Agency of Canada and provincial and public health authorities, for the most up-to-date information on coronavirus. We all have a role to play in helping to prevent further spread of the virus. Learn more through updates on:

- The Government of Canada's website dedicated to the coronavirus: <https://Canada.ca/coronavirus>
- The Government of Manitoba is also issuing regular releases on the situation in province via the dedicated site: <https://www.gov.mb.ca/covid19/>

**If you're impacted, let us know.** If you are directly impacted by COVID-19 and as a result are facing financial challenges, let us know by reaching out to us. Credit Unions exist for our members and we are prepared to help you find a solution to meet your needs. You'll have a lot on your mind, and we want to be there for you.

We're continuing to monitor developments closely and are following the guidance of public health authorities. As the situation changes, we'll change with them and keep you informed.

Nicholas Rawluk  
CEO, Carpathia Credit Union Limited

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