



## EVERYDAY REMOTE BANKING OPTIONS DURING THE CORONAVIRUS OUTBREAK

March 13, 2020

With the recent announcement by the World Health Organization (WHO) confirming that COVID-19 is a pandemic, we understand that health and safety is top of mind lately and that some members may have concerns about public interaction. Comtech Fire Credit Union appreciates these concerns and as a result will implement safeguards that protect both our members and our staff. More details of our in branch precautions will be communicated in the branches themselves.

While, at the time of this communication, the WHO has not changed its assessment of the threat posed by the virus nor has it changed its direction to countries and individuals about health practices, we nevertheless wish to remind you that you can continue to do business with your Credit Union without having to actually go to one of our branches.

If it is necessary for you to visit your branch, all locations are open for our regular operating hours. If you have symptoms such as a fever, coughing or difficulty breathing, please do not enter our locations but rather contact your health care provider. To help protect your safety, public spaces in our branches are subject to enhanced cleaning measures. We also encourage our members to understand that we may engage in social distancing for everyone's protection.

### **Non-Branch Banking Options**

You can take advantage of our online banking on your personal computer or by utilizing the Comtech Fire app on your smartphone. You can send Interac E-Transfers, pay bills, order cheques, purchase a term deposit and transfer money efficiently and securely. *(For more information on Comtech Fire's security measures, you can view our online banking policies at:*

<https://www.comtechfirecu.com/Personal/AboutUs/OnlinePolicies/>

### **Here is how to access your options for non-branch banking**

#### **Banking Online.**

**Go to: [comtechfirecu.com](https://www.comtechfirecu.com)** and click on "Online Banking" on the upper right corner of the main landing page.

- If you haven't already set up your online banking, contact your branch who will assist you in getting everything set up.

- To transfer money between financial institutions, you will need to complete a **Me-to-Me Transfer Authorization Form**. Access this form once you establish your online banking account. Instructions are on the form.

### **Banking On your Smartphone.**

Comtech Fire's Mobile Banking app is available for iPhone®, iPad®, iPod touch® and Android™ phones and tablets. Download the app from the [App Store](#) or [Google Play](#).

Our call centre number is 1.800.209.7444 press 1. Our representatives can help you with your everyday banking needs as well as with **any mortgage, borrowing or investment queries** you may have.

### **THE EXCHANGE Network.**

While we know you might want to reduce your interactions, sometimes you might need to obtain cash. Comtech Fire Credit Union is a member of THE EXCHANGE network with thousands of fee-free ATMs across Canada and around the world. Use the handy ATM locator at [www.the-exchange.ca](http://www.the-exchange.ca) to find the closest surcharge-free ATM.

We will continue to monitor the current situation closely. Any updates will be posted on our website at [comtechfirecu.com](http://comtechfirecu.com).

**Any questions at all, please reach out to us at 1.800.209.7444 press 1. Or email us at [member\\_services@comtechfirecu.com](mailto:member_services@comtechfirecu.com).**