



# Important Notice

## **Temporary In Branch Service and Access Restrictions**

In order to protect the health and well being of our members, staff and local community during the COVID-19 pandemic, we will be temporarily **RESTRICTING IN BRANCH SERVICE and ACCESS** at our **MARKET ST. and DIVISION ST. branches** **EFFECTIVE MARCH 21, 2020.**

Although our doors will be closed, our branch staff will be **available from 8:00 am to 5:00 pm by phone to assist you.** Simply give us a call or send an e-mail and we will find the best way to help. You can reach us at the numbers below.

**ATM service is available at all branches.**

We will **CONTINUE** to offer in branch service at our **GARDINERS RD. branch (795 Gardiners Road)** **from 10:00 am to 3:00 pm Monday to Saturday.**

We ask that you **ONLY VISIT** the branch in person for **URGENT OR ESSENTIAL** reasons.

**\*Note that you will be asked to complete a self-assessment prior to entering the branch and may be denied access based on the results.**

**As always, the following services are also available to you:**

- **MemberDirect® Online and Mobile Banking Service** (view your transactions, transfer funds and pay bills). Contact us to get signed up.
- **ATM services** at all branches as well as surcharge free ATMs via the Exchange Network (<https://www.theexchangenetwork.ca/>).
- Our **Technical Support Centre** can be reached at **1-877-801-9516.**

**Market – 613-549-3901 Gardiners – 613-384-5555 Division – 613-531-6056 e-mail: [kccu@kccu.ca](mailto:kccu@kccu.ca)**

**Technical Support – Call 1-877-801-9516**

**The health and safety of our members and our staff is our top priority.  
Thank you for your understanding and co-operation.**

**Please check in with us online for updates and news @ [kccu.ca](http://kccu.ca).**

