

Service Advisory - Effective March 26, 2020

As a supplier of an essential service, we are making changes to ensure the safety and well-being of our staff, our members and the community while continuing to provide safe and easy access to our services. Please make no mistake; we are here to work with you to help you through these unusual and overwhelming times.

New Hours

Beginning Thursday March 26 – Royal York (Kingsway) Branch
9 am to 1 pm - Monday through Friday
Closed – Saturday

Thursday & Friday March 26 & 27 – Roncesvalles (Lithuanian House) Branch
Reduced hours for remainder of this week: 9 am - 1 pm

Beginning Monday March 30 – Roncesvalles (Lithuanian House) Branch
Closed. By appointment only, between 9 am and 1 pm, Members may conduct urgent banking business. Please call in advance to arrange this.

Remote Banking

It is becoming increasingly important for people to stay at home, work remotely and minimize physical interactions with others.

Please call us for the following:

- a) Setting up or questions about online and mobile banking - [download our banking app here](#)
- b) Bill payments, transfers, loans/mortgage questions, investments

Telephone Banking Assistance	
Monday to Friday 9 am – 5pm	Saturday 9 am – 1pm
Royal York (Kingsway) Branch	Roncesvalles (Lithuanian House) Branch
Main Branch: (416) 207-9239 Loans Department: (416) 207-1809	(416) 532-1149

Cash

If it's cash that you need, please visit one on the many conveniently located ATMs on the Exchange Network® for direct access to your Parama accounts with your debit card.

[Ding-Free Exchange Network App and Find an ATM](#)

Visiting the Branch

DO NOT VISIT IF: you have fever, cough, difficulty breathing, have recently travelled or may have been in close contact with anyone who may have travelled or otherwise been exposed to the COVID-19 virus. Call us and we will figure out a way to assist you.

DISTANCING - Please observe the following:

- I. use the hand sanitizer provided after entering the branch and before approaching the teller counter
- II. Maintain a distance of at least two metres from other individuals and one meter from the teller counter when conducting your banking
- III. Practice proper coughing and sneezing etiquette, turning away from others and covering the mouth with your elbow or tissue

CLEANING/DISINFECTING - we are:

- Sanitizing of all surface areas, door handles, pens, calculators and surfaces that members may need to touch.

Financial Hardship for Borrowers

We recognize that many of you may be financially impacted by recent events and continue to review and accommodate requests to defer mortgage payments on a case by case basis. If current circumstances are affecting your ability to meet your loan or mortgage commitments, please give our lenders a call to see what we can do to help.

As the situation evolves so may our response

We request that you check with our website regularly and before visiting a branch for any future changes to hours or service delivery.

Thank you for your patience and understanding.