

Member notice:



Covid-19 Update

Thank you for being a valued member of Rapport Credit Union.

As the heightened level of concern related to the spread of COVID-19 rises, we want you to know our number one priority is the health and wellbeing of our members, employees and their families. We have plans in place to ensure members continue to receive the services they need.

We ask that if you are not feeling well, or think you may have symptoms of illness, please contact us by phone or email instead of coming into a branch.

We encourage our members to take advantage of our digital, online and telephone banking services. You can access your account 24/7 using Rapport's mobile and online banking for your day-to-day banking transactions, such as checking a balance, transferring funds, paying bills and more.

You can continue your everyday banking at Rapport without having to be physically present in a branch. Here's your options for non-branch banking:

1. Online

Visit rapportcu.ca and login into "Online Banking" in the upper right corner of the page. To set up online banking on your account, call Member Assistance at 1-888-516-6664.

2. Mobile

Rapport'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](#).

3. Member Assistance Call Centre

416 314 6772, 1 888 516 6664 or help@rapportcu.ca is like a phone-in bank. They can help you with your everyday banking services and are open Monday to Wednesday and Fridays from 8 a.m. to 4:30 p.m. and Thursdays from 8 a.m. to 5p.m. These hours will be monitored and adjusted as needed.

4. THE EXCHANGE Network

While we know you might want to reduce your interactions, sometimes you need cash in which case you'll want to find the ATM closest to you. Rapport is on THE EXCHANGE network with over 3,600 surcharge free ATMs across Canada. [Find the one closest to you at THE EXCHANGE Network.](#)

5. Telephone

Access Transactions by Phone our telephone banking service by calling 416 325 6818 or 1 800 387 0602. To set up telephone banking on your account, call Member Assistance at 1-888-516-6664.

Member notice:



At our branches and offices, we've implemented additional precautionary health and safety actions. These include:

- Carrying out the highest available service standard of sanitization in our branches and offices.
- Increasing the daily frequency of our ATM and branch cleaning, including the disinfection of high-touch surfaces such as countertops, door handles, handrails and keypads.
- Requiring employees to stay home if they are sick or have any symptoms.
- Requiring employees who have travelled outside the country to self-isolate for 14 days upon their return.

Thanks for your patience as we make changes to provide you with the best possible service during this evolving situation. We remain confident in the actions we've already taken, and our plans to safeguard the health of our members and the Rapport team. We will continue to monitor the current situation taking advice from the both the Federal and Provincial governments and any additional updates will be posted on rapportcu.ca.

If you're directly impacted by COVID-19 and facing financial challenges as a result, we want to help. I encourage you to reach out to your Rapport Financial Advocate through Member Assistance at 1-888-516-6664. You have enough on your mind without added financial stress, and we want to help you find a solution.

Should we need to contact you, I also encourage you to update your personal contact information by calling Member Assistance. If you have any questions, we're here for you and you can reach us at 416 314 6772, 1 888 516 6664 or help@rapportcu.ca

Thank you,

Kim Leak
CEO

Useful Resources

We encourage our members to stay informed about the facts surrounding COVID-19 and recommend the following links to qualified authorities:

- [Public Health Agency of Canada](https://www.canada.ca/en/public-health/services/covid-19)
- [World Health Organization](https://www.who.int/emergencies/diseases/novel-coronavirus-2019)
- [Government Travel Advice and Advisories](https://travel.gc.ca/travel-advice/health/covid-19)