

March 18, 2020

To our members and staff,

The last week has certainly been extraordinary. The arrival of COVID-19 to North America and Europe, and the ongoing global energy price war, have impacted billions of people and rocked financial markets. There can be no doubt that we are living through a very uncertain period. The days, weeks and months ahead are going to make 2020 a significant year in our history.

While the short-term economic outlook is very different than it was only a week ago, I have confidence in our future. Here's why:

- The financial system in Canada is among the strongest and best regulated in the world. Whether you deal with East Coast Credit Union or one of our competitors you can count on your credit union as a source of economic strength, stability and confidence.
- Through our history we have always been focused on assisting members to persevere and emerge stronger from periods of significant change and economic uncertainty. The same guiding principles that delivered us through past events will assist us in our response today. The safety of our members and employees is vital to our plan and we remain focused on helping our members through the challenges ahead.
- Our team of East Coast Credit Union employees has your back. We're going to tackle this health crisis and the economic challenges together.

For our employees: Your dedication to our members is what makes East Coast Credit Union successful today. As a provider of a service essential to supporting our communities and the economy, your continued efforts to serve our members while balancing taking the right precautions to protect yourselves, your friends and your families, is inspirational. Leaders across our organization are working diligently to protect you and your members. We are closely following the lead of our public health authorities and adapting rapidly to their guidance.

For our members: We are here to help. We will work with you to provide flexible solutions on a case by case basis to help you manage your personal finances and businesses through this challenging time. If you regularly visit a branch, during this period it is highly recommended and encouraged by our government policy makers that you take advantage of the full range of other ways we can serve you, whether through our ATMs, digital app, website or speaking to



employees over the phone. In order to assist us in protecting you and our employees we are enabling as many of our staff as possible to work from home, while we work to continue to provide access to essential financial services.

On behalf of the entire team of employees at East Coast Credit Union I want to ensure you that we're ready to assist in these difficult times.

Ken Shea
President and CEO, East Coast Credit Union