



Effective Monday November 2, 2020, all BACU branches to close for walk in visits

The Province of Manitoba in conjunction with Manitoba Health have recently placed all of Manitoba in code “orange” and the Winnipeg CMA under code “red” in an effort to slow the spread of COVID-19 during this pandemic. According to all health authorities, flattening the curve is a critical step to ensure our health care system isn’t overloaded and the best tool we have to accomplish this is through self-isolation and social distancing.

In a continual effort to increase the safety and wellness of our members and staff, BACU will be enacting enhanced pandemic protocols. These enhancements are to further provide increased safety measures while ensuring our members have access to the essential services they require to manage their financial affairs.

In an effort to keep all members and staff safe and ensure everyone’s well-being, BACU will be returning to similar protocols which were enacted during the lockdown in March 2020. [BACU will no longer allow entry to our branches without having made an appointment.](#) Essentially, appointments can be made but only for services which require in-branch functionality.

We ask that all other transactions be completed via a distance delivery method:

- calling the branch (almost all transactions can be completed by phone – BACU will waive all charges as a result of any phone transaction with a branch that is incurred for the month of November)
- sending an email to your branch or BACU representative
- using Online Banking
- the MyBACU mobile App
- Automated Teller Machine (ATM)

BACU branch staff are to ensure only one member appointment is scheduled per period of availability. Finally, we ask that any member which may have the following refrain from entering a branch:

- Has a cough, fever or displays ANY flu like symptoms
- Been in contact with a case of COVID-19
- Is currently in self-isolation
- Returning from outside of the province in the last 14 days

Allowing only one member at a time will ensure the adequate space required to maintain social distancing with enhanced privacy, allow for proper disinfectant procedures between visits and keep everyone safe.

In these challenging times, we are here for you. Just call or email any questions you may have.

Remi Brengman, Chair

Martin Trudeau, CEO

*Sent on behalf of the Board and Management of the Belgian-Alliance Credit Union*