

March 17, 2020

Dear Member(s),

Re: Banking Conversion Delayed

As we have been communicating over the last several months, BACU had planned to convert our core banking system effective April 1, 2020. We are now writing to advise that the conversion has been **postponed to a later date**. The conversion would have resulted in a service interruption from March 31st to April 3, 2020 and BACU has decided that this level of disruption simply isn't in the best interest of our members at this time given the current pandemic. BACU has developed a comprehensive Business Continuity plan and Pandemic Preparedness plan to help guide us in such difficult times and postponing all non-business critical projects is part of it.

The impact COVID-19 is having in North America and around the world cannot be ignored. Our main priority is the safety of our staff, their families and our members during this pandemic. Secondly, we understand the need for BACU to continue to provide basic member services, particularly distance delivery alternatives such as Online Banking, the my BACU Banking App, e-Transfers and online bill payments in an uninterrupted fashion.

Given that we are postponing the banking conversion, **all digital and distance services will remain "AS IS"**. There will be no changes or further action required by our members. All ATMs, Online Banking and Member Cards will continue to work without interruption (including Telephone Banking which will remain active until our future conversion). Members do not need to change their user names or passwords to continue accessing their existing accounts and services.

In addition, we will continue to offer in-branch services to the best of our ability while respecting today's new reality. BACU asks that if possible, members refrain from coming to the branch, choosing instead to contact us by telephone or by utilizing the digital services currently available. Wherever possible, we will conduct member service by phone or alternate method, in order to limit in-branch interaction to transactions that require a signature e.g. loan closings, etc. Cash transactions should be completed via the ATM network.

As businesses are attempting to deal with the outbreak by following the World Health Organization guidelines on how to protect workers while continuing to operate normally and serve customers, we ask that all members and staff who have travelled outside of Manitoba, who have any symptoms of COVID-19 or have been in contact with someone who has travelled out of Province or who has symptoms of COVID-19, refrain from coming in to the branch. In the interim, our staff will be available to help you by phone, through electronic channels or via in-branch means if absolutely necessary.

Finally, the decision was made by the Board of Directors to postpone BACU's Annual General Meeting. While originally scheduled for Tuesday, April 21, 2020 the meeting will be re-scheduled to a later date to be determined.

While it will not be 'business as usual', you can count on us to help you and your family through these challenging times. We thank you for your cooperation and understanding. Further updates will be posted on our website (www.belgianalliancecu.mb.ca) as they become available.



Remi Brengman, Chair



Martin Trudeau, CEO