



Special Message from your Credit Union

I hope that you are safe and healthy and that this crisis has not hurt your family too much. I know that some of you are facing difficult times and we want to help where we can. Thank you also for your continued patience and co-operation as some things can't happen as quickly as we would like with the restrictions we face.

As you will know, the Government has lowered the Alert Level to Level Two. This means that we are able to recommence some business and Member services at branches. We are still focussed on continuing to offer essential banking services and financial support, while keeping you and our people safe. This means that some of the precautions from previous Alert Levels still remain. If you need to contact us your first option should still be to email us on enquiries@nzcuaukland.co.nz or phone us on 579 1026.

Also, please do not come into a branch if you:

- Have any health issues, even a minor cough or sneezes; or
- Require any physical mobility assistance; or
- Can't leave children with someone else outside the branch.

With this in mind, we are expanding our opening hours to both Penrose and Manukau branches and they will open daily from 10.00am - 4.00pm. These hours may be extended once we see what Level 2 is like and we are sure that people are respecting the COVID-19 rules.

If you visit us, please ensure you co-operate with our distancing and hygiene rules. You will be required to maintain at least a metre distance from staff and other Members when in the branch. Hand sanitisers and tissues will be available - please use them.

We are also very keen to help any Member who is struggling with loan repayments and we have a number of options available including restructuring of the loan to reduce the payments. Please call Uma on 0275 689 838 or your Branch Manager.

If your job is safe but you need extra help with expenses, we can also look at top-ups to help get you through this crisis.

Please remember - if we can help you over the phone or by email, don't come into a branch.

Term Deposit "Lockdown Special" of 3.10%pa for 6 months.

Call Ruth now on 0275 689 837

Best wishes

A handwritten signature in black ink that reads 'Rob Collins'.

Rob Collins
Chief Executive