

COVID-19: We're all in this together. Be safe.



A Message from our CEO

The past week has certainly been extraordinary. COVID – 19 has already changed the world and now we are experiencing that change first hand. There is no doubt we are living in a very uncertain time. The days, weeks and months ahead will be difficult. 2020 will stand out in history.

At Victory we are closely following the lead of our public health authorities and adapting rapidly to their guidance. Our response plan is evolving and changing by the minute.

Our number one priority is the health and well being of our members, employees and Community

We ask anyone who is feeling unwell or has travelled to take advantage of our digital, online and telephone banking services instead of coming into the branches. If you must come into the branch please be respectful of the recommended social distancing requirements at all times. While we are diligent with our deep cleaning practices, we need everyone's cooperation to keep everyone as safe as possible.

To our Employees

My team's dedication to our members is what makes Victory Credit Union successful today. As a provider of an essential service which supports 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. Your Management team are working diligently to protect you and our members. Our members look to you for financial advice and now, in these uncertain times, they look to us for a calming voice, that we will be here when they need us.

To our Members

We have announced to our members a temporary reduction of hours for in-branch member services. All branches will be open 11 am to 3pm Monday to Friday until further notice. This will be monitored closely and more changes including temporary branch closures may be necessary as the situation evolves. We will still be here for our members, just working for you differently at times. 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. We will continue to update you of any changes through our victorycreditunion.ca website and Facebook channels.

On behalf of the entire team of employees at Victory Credit Union, I want to ensure you we are ready to assist in these difficult times. Be healthy and safe everyone

Jim Riley

CEO, Victory Credit Union