

March 19, 2020

HELPING MEMBERS NAVIGATE THROUGH THE COVID-19 PANDEMIC

I want to provide an assurance that Caisse populaire de Clare Ltée has been taking the necessary steps to ensure disruptions to member service is minimized during these unprecedented times. We have an up to date Business Continuity Plan and Pandemic Procedure implemented and tested successfully. Some areas covered in the plan include procedures to keep staff and members healthy and key personnel working securely from home using VPN ensuring the clearing of deposits and payments are processed. Instead of the in-branch visits, we offer alternative methods to ensure there is no interruption in accessing member funds. A process for assisting members with requests for financial relief has been developed.

If you are experiencing financial hardship as a result of COVID-19, we will be offering, *on a case by case basis and up to 6 months*, relief on personal loans and mortgages, commercial loans and mortgages, and service charges. Please allow 2-3 business days for our staff to review the requests and contact you. The request for financial relief form can be found on our web site <http://www.caissepopclare.com>.

We view our relationship with our members as a partnership and we are committed to working together to get through this pandemic.

A handwritten signature in black ink that reads "Renel Doucet".

Renel Doucet, CEO

Website: www.caissepopclare.com

Bureau d'administration
1726 route 1
CP 99 Pointe-de-l'Église
NS B0W 1M0

Tél (902) 769-5312
Fax (902) 769-5500

Meteghan
15 chemin Haché
CP 67
Meteghan NS B0W 2J0

Tél (902) 645-2661
Fax (902) 645-3776

Pointe-de-l'Église
1726 route 1
CP 99 Pointe-de-l'Église
NS B0W 1M0

Tél (902) 769-3132
Fax (902) 769-2907