



Dear Member,

As you've no doubt heard, schools remain open but where possible parents have been advised to keep their children home. As this current situation regarding COVID 19 has coincided with the normal cold and flu season, children with cold like symptoms are being asked to not attend school.

Many of our team have young families and will take leave or work from home to care for their children.

This is an unprecedented time for all of us.

Rest assured, as we respond to the dynamic landscape our absolute priority is the safety of our members and people. We'll be here for you throughout. We may need to serve you in new and different ways, but our team will be beside you every step of the way.

To allow our staff to source alternative child care arrangements and to ensure we continue to keep a banking centre open we have taken the decision to temporarily close Moss Vale and Mittagong Centres.

Bowral and Goulburn centres remain open and member service teams are also available by phone.

If you haven't already, please consider our remote banking services. An easy, secure and convenient way to manage your money from the comfort of home.

Please contact our Member Service Teams on **02 4860 4000** for help with setup or any of your banking needs.

If you are experiencing financial hardship please contact our Member Service team on **02 4860 4000**.

Finally, please take care of yourself and those you love.

Kind Regards,

Tanya Schiller  
CEO, BDCU Limited

Choose Community. Choose Kind.

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