



## **Our teams stand prepared and ready to help you**

Thank you for choosing Laurentian Bank Financial Group as your financial institution.

Like you, we've been closely monitoring the unique and ever-changing global health crisis. Our thoughts and well wishes are with those affected by the outbreak of the coronavirus, COVID-19.

We are committed to being there for you, our customer, regardless of how the situation unfolds and our team stands at the ready to support you. You rely on us for your every day financial needs and we will continue to provide access to the important services you count on.

### **Our services are available where and when you are**

We are available to provide assistance in person, by phone and through the internet.

For day-to-day banking, you may continue to access your accounts from home, 24/7, using your mobile or online banking. As well, certain transactions can take place through our ABMs or the thousands of ABMs from coast-to-coast through INTERAC® or THE EXCHANGE® networks.

Financial Clinics, business centres, operations and call centres will remain open unless we feel it's in the best interest of our customers and/or team members to temporarily close a location.

If you choose not to visit us in person, we will be happy to assist you with advice and solutions over the phone. Our mission is to help our customers improve their financial health which means our team of professionals is there to guide and assist you in understanding what is going on and help plan for a better financial tomorrow.

If you are facing financial challenges as a direct result of COVID-19, please reach out to us so that we can help find a solution to your needs.

### **The health and safety of everyone is key**

We will act as a good corporate citizen, closely follow the guidance and recommendations of local, provincial and federal health authorities and help in any way we can to ensure public health.

We have instituted precautions to help keep people healthy and taken steps to ensure the health and well-being of our customers and team members. To that end, every decision we make and action we take is with the latest and best information available - while ensuring that our measures are adaptable to evolving information.

We will do what is right by our customers and their families, as well and our team members.

## **Our teams are responding to the COVID-19 outbreak**

Early on, we assembled a dedicated working group to monitor the situation, implement precautionary measures and keep our team members informed through ongoing communications.

Some of the steps we've taken so far include:

1. Eliminating non-essential business travel, monitoring personal travel and requiring self-isolation due to travel or illness.
2. Increased the intensity of cleaning and installed dispensers of hand sanitizer at our various offices and locations.
3. Provided all team members with information on best hygiene practices that are recommended by public health authorities.
4. Implemented social distancing measures and separated our workforce to minimize the number of individuals at any given location.
5. Activated business continuity plans to ensure minimal interruption of service to our customers.

## **We will deliver authentic service in these uncertain times**

Although we continuously aim at maintaining high quality service standards, we appreciate your patience and understanding that we may not always be able to live up to them as we navigate through this time together.

This will be a dynamic situation and our response will be adapted to each community we serve. Our teams will prioritize time sensitive operations and urgent customer requests but will endeavour to process all requests in a reasonable timeframe.

## **We will keep you informed**

As this situation evolves, we will share information with our customers and the public on our websites and/or by email.

More than 3 500 team members make up our Group, which is comprised of multiple brands and subsidiaries operating across Canada and the United States.

I am proud to work with this strong team of dedicated individuals – it is in times like these that we can truly see our character and our strength. Know that this too will pass and that we will bravely move ahead, together, like we have done for the last 175 years. Let's all take care of ourselves and each other.

We are dedicated to serve you and thank you for being a valued customer.

Sincerely,

François Desjardins  
President and CEO