

April 6 2021

Happy Spring and Happy Easter!

I hope you're enjoying our new website, we've received lots of positive feedback and will endeavor to enhance your virtual experience more as we move through 2021.

As we stand in the midst of the 3<sup>rd</sup> wave of this pandemic, we continue to practice a tight operation at our main branch on Richmond Rd. and our Health branch at the Civic Hospital remains closed until further notice. However, the situation has recently intensified in Ottawa and we're responding to protect our members and our staff.

Although we always love to see you, I respectfully ask that you limit your visits to our main branch for essential services only. We will be limiting access to 1 member at a time, similar to what we had to do last year. A major portion of our team has now been remotely deployed and they can handle just about anything virtually over the phone (613-729-4312) or by email [Info@frontlinecu.com](mailto:Info@frontlinecu.com).

We apologize for any inconvenience that this may cause you but please know that your safety and the safety of our staff is our main concern; and we want to ensure that we remain fully operational for our members as we move through this next chapter of COVID.

Sincerely,

Steve Kingan  
CEO  
613-729-4312  
Ext 227