



Message from the CEO:

At Stride, corporate social responsibility is at the heart of every decision we make. This has never been more evident than through the COVID-19 pandemic. We want to sincerely thank you, our members, for the support, encouragement, and positivity through this most difficult of times.

A couple of weeks ago, we made the tough decision to temporarily suspend walk-in traffic at our branch network. This announcement was made with careful consideration, and as we look to re-start our services, we're taking the same, measured approach. An unwavering commitment to keep our members, staff, and communities safe has guided—and will continue to guide—our actions and decisions. We'd like to share our thoughts around what has happened so far, and what we see as Stride's role in supporting our local communities moving forward.

Commitment to our staff

We owe a great deal of gratitude to our staff. I want to, personally, extend my sincere thanks to the front-line folks who have been answering calls, emails and texts from our members, to our administration staff who work incredibly hard to support the activities of the credit union, and to our leadership team who have demonstrated a thoughtful, reasoned approach to this crisis. All of these hard-working people have dedicated the last couple of months to ensuring you, our members, have the resources you need, when you need them.

Commitment to our members

We're here for you. While the way we do business has changed over the years, our commitment to supporting you through good and bad times hasn't changed. We have programs in place to provide financial relief to you and your business during these challenging times. We work closely with the provincial and federal government to give you access to their programs as quickly as possible; reducing the amount of time you have to wait for the money you need to get by. Please don't hesitate to reach out to us for support.

Commitment to our communities

Above all, we believe the health and safety of our members, staff and communities is the most important duty we have as a large employer in southern Manitoba. Through the COVID-19

pandemic, we have continued to provide services to our members, while adhering to local, provincial, and federal government authorities on the safe operation of business. As we bring back walk-in traffic next week, May 4th, we will do it with careful consideration for those around us. Physical distancing, limiting numbers of staff and members in branches and adherence to the highest levels of sanitization and cleaning will all be part of a successful re-opening. We're all in this together.

Re-opening our branch network

On Wednesday, April 28, the Manitoba Government held a press conference where they released information on Stage One for re-opening businesses during the COVID-19 pandemic. Based on this information, Stride Credit Union has made the decision to re-open our doors to our members in a 2-step process.

Step 1: Austin, Gladstone, Neepawa and Royal Road branches will re-open their doors to walk in traffic on Monday, May 4th. Hours of operation will be 11am-3pm until further notice. Glenella, MacGregor, Oakville, Plumas and West End branches will remain closed at this time to walk-in traffic.

Step 2: While we have no date set, our goal is to work towards the re-opening of Glenella, MacGregor, Oakville, Plumas and West End branches once we determine it is safe, and in the best interest of staff and members to do so. Additionally, step 2 will see our hours of operation expanded.

Above all, Stride is committed to being there for you. Your success in life is what we work towards, each day. Without you, we wouldn't exist. Thank you for your patience and support.

Please, don't hesitate to reach out to us using any means possible: call, email or text. We look forward to working alongside you.

Sincerely,



Brent Budz
CEO, Stride Credit Union

"where exceptional is expected"