

COVID-19
We've got your back



Please know that UNI is with you every step of the way during these times of collective stress and anxiety. We know how difficult social distancing can become on a daily basis, but it is crucial to respect the instructions laid out in the government's health state of emergency.

That is why I want to reassure you that UNI is doing everything possible to serve you in a safe manner. As UNI is among the essential services allowed to operate, we find ourselves today needing to reinvent the way we work in order to face this pandemic. We are counting on your cooperation so that we may play a proactive role in preventing contamination.

Our priority: Protecting you and our employees

The health and safety of you and our employees are our priority. As a result, our health and safety measures are becoming increasingly strict, which is why we have decided to [temporarily close some business locations and reduce the hours of operation in others](#). It was essential to close certain business locations which could then take over from another in the event of site contamination. ATMs remain available everywhere, at all times.

In order to protect everyone, we installed plexiglass at our counters and introduced a new process for managing line-ups outside business locations as to comply with social distancing rules. Please rest assured that this situation is temporary, but necessary for the well-being of our employees and our client members.

Flexible solutions to support you financially

Our team is working tirelessly to provide flexible and secure solutions for your financial needs during this time of crisis. To this end, we have recently implemented a [platform for deferred payments](#) for our client members and businesses who hold loans at UNI. We are contacting our most vulnerable clientele and those experiencing specific challenges to help make their transactions over the phone or direct them to [our AccèsD online banking](#). Other initiatives will follow soon which will allow us to perform our role as advisors remotely. I invite you to visit [uni.ca](#) on a regular basis to stay informed.

Be courageous and, above all, be kind

In closing, I want to reiterate that UNI is with you during these uncertain times and that you can count on us to support you throughout this unprecedented situation. We are called upon to be more reactive than ever, while at the same time trying to be proactive in the face of any eventuality. We will weather this historic time in our lives together in solidarity.

We can help positively influence the social behaviour of our 155,000 members. Together in solidarity, we are having - and will have - a lasting impact on our communities.

Remember to take care of ourselves and our loved ones so that we may come out of this stronger and more agile – and demonstrate our collective ability to adapt.

It is a privilege to have you as a member of our large UNI family. We will get through this together.

Robert Moreau
Chief Executive Officer