

To all Pulse members

As we all come to terms with the growing challenges of the Coronavirus pandemic we are here to support you with your financial needs in any way we can.

Rest assured, Pulse is open for business. We continued to provide a full range of banking services throughout the Global Financial Crisis and we will continue to do so through this. For more than 60 years, during every challenge we've faced together, our support for members has remained steadfast.

The safety and wellbeing of our customers and team is our priority. With this in mind, we are following the advice of Australia's Chief Medical Officer and the World Health Organisation. We are also staying in close contact with Federal and State Government authorities as we put in place measures to support and protect families, businesses and the economy.

We have stepped up preventative hygiene measures and we encourage you to limit non-essential visits to our branches. You can now do most of your banking remotely, so if you can't come into a branch, you can still get your banking done.

Here are some of the ways you can access your banking:

- Our online and telephone banking services are available to you 24/7. You can visit www.pulsecredit.com.au or call (03) 9349 5166.
- Pulse internet banking provides you with many of your banking needs, including checking your balance and statements, making a funds transfer or managing your cards including changing your card PIN and activating your card.
- You can increase your Internet banking transfer limit if required by contacting us on (03) 9347 9588.

If you are experiencing financial hardship, we may be able to help. Please contact us early so we are aware of your situation and can support you through it. We can be reached on (03) 9347 9588 Monday to Friday 8.30am-4.30pm AEST/AEDT to discuss how we can assist you.

We are monitoring developments and adapting our processes in response every day.

However you bank with us, we want to reassure you of our support at this time. Most of all, please take care and stay safe – we wish you and your family all the very best.

Sincerely,



Stuart Neave
CEO, Pulse Credit Union