



COVID-19

MEMBER & CLIENT

ADVISORY

Dear Valued Members and Clients,

Please be advised that in keeping with adjustments to curfew restrictions in St Catherine, we will be reopening some of our locations on designated shopping days in the parish – **Mondays, Wednesdays and Fridays.**

Victoria Mutual Building Society Branches >>>>

Our **Spanish Town** and **Linstead VMBS Branches** will reopen on **Friday April 24, 2020** and on designated shopping days thereafter, until further notice. Our **Portmore VMBS Branch** will reopen on **Monday April 27, 2020** and on designated shopping days thereafter. Additionally, please note that we will not be able to accommodate money transfer transactions at our Portmore and Linstead Branches until further notice.

Our **New Kingston Branch** will remain closed because a significant number of Team Members reside in St. Catherine. Additionally, the **UTech Branch** remains closed pending the opening of the University Campus.

VM Wealth Management >>>>

Our VM Wealth location at our VMBS Portmore Branch will reopen on Monday April 27, 2020 and on designated shopping days thereafter.

Adjusted Opening Hours >>>>

Please be reminded that the opening hours at our locations have been temporarily adjusted. **The new opening hours are:**

- ▶ **VMBS Branches: 8:45 a.m. to 1:00 p.m.**
- ▶ **VM Wealth: 9:00 a.m. to 1:00 p.m.**
- ▶ **VM Money Express: 8:00 a.m. to 3:00 p.m.**

Alternative options to conduct transactions >>>>

Please remember that having a **VM Express 24 Debit Card** allows you to limit your visits to our Branches and conduct many transactions using any **MultiLink ABM** and **Point-of-Sale** facility islandwide. If you do not have a VM Express 24 Debit Card, we urge you to sign up.

Please be reminded that several other services are still available online.

- ▶ **Conduct transactions via VM Express Online Banking**
- ▶ **Money transfers may also be sent directly to a bank account by completing an electronic authorisation.**
- ▶ **For our VM Wealth Clients, you can conduct your transactions without visiting our offices.**

Please refer to the links below to access the relevant electronic indemnity form and receive guidance on how to conduct online transactions with VMBS, VMBS Money Transfer Services and VM Wealth.

Changes to RTGS Cut-off Times >>>>

The Bank of Jamaica (BOJ) has temporarily amended the cut-off time for same-day RTGS transfers. In light of this, same-day local transfers must be submitted by **10:30 am** each day for in-Branch transactions, while online banking transfers must be submitted by **12:30 pm.**

Additionally, we have reduced our RTGS fees based on the waivers announced by BOJ. **Please see new fees below:**

TRANSACTION	DISCOUNTED FEE
RTGS IN BRANCH FEE	\$324.00
RTGS ONLINE FEE	\$77.00
RTGS INCOMING	\$57.00
RTGS INCOMING WITH MISSING DATA	\$294.00

Mandatory face masks >>>>

In keeping with the Jamaican Government’s declaration that everyone must wear face masks in public spaces as part of efforts to contain COVID-19, we ask that you comply with this protocol when visiting any of our locations. Persons not wearing masks will not be allowed entry to VM locations.

Member Engagement Centre >>>>

If you require assistance, please contact **Member Engagement Tel: (876) 754-VMBS (8627)** at the adjusted hours indicated below:

Monday – Friday	Saturday	Sunday
7:00 a.m. – 4:00 p.m.	10:00 a.m. – 4:00 p.m.	10:00 a.m. – 3:00 p.m.

Our overseas Members may call:

Toll Free (from USA/Canada): **1-866-967-VMBS (8627)**
Free Phone (from UK): **0-800-068-VMBS (8627)**

Other Contact Numbers >>>>

- ▶ **VM Wealth Clients** may call **(876) 960-5000** for assistance, and
- ▶ **VMBS Money Transfer Services** customers may call **(876) 978-0731-2** or toll-free **1-888-222-3444.**

We crave your understanding >>>>

While we are making every effort to ensure a seamless service experience even amid these restrictions, you may experience some delays in getting in touch with us and accessing some of our services. We ask for your patience if this occurs. Thank you for understanding.

We will keep you updated >>>>

We wish safety for you and your families during this challenging time and will closely monitor developments and provide periodic updates as the situation evolves. Please click on the link below for further information on how VM is supporting you at this time.

VM COVID-19 ONLINE SUPPORT ▶



For additional information, please contact our Member Engagement Centre at **1-876-754-VMBS (8627)** or:

- ☎ **1-888-YES-VMBS (8627)** - Toll free from Jamaica
- 💬 **LIVECHAT @ www.vmbs.com**