



## Banks and Credit Unions COVID-19 Information

Below are links to the major Canadian banks and credit unions. The links include how the institutions are responding to COVID-19 and information on ways to bank online, on mobile devices, and by phone as well as customer service, financial relief programs and fraud protection information.

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### Alterna Saving

[alterna.ca/COVID-19](https://alterna.ca/COVID-19)

[Ways to Bank - Here to Help](#)

613-560-0100 / 1-877-560-0100

Relief: Call your branch

[Security and Privacy](#)

### BMO

[bmo.com/covid19](https://bmo.com/covid19)

[BMO Online Support Tool](#)

1-844-837-9228

[Requesting financial relief](#)

[Online Security Centre](#)

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### CIBC

[cibc.com/covid-19](https://cibc.com/covid-19)

[Ways to Bank](#)

English: 1-800-465-2422

French: 1-888-337-2422

Cantonese: 1-888-898-2828

Mandarin: 1-888-298-8822

TTY: 1-877-331-3338

[Financial relief programs](#)

[Privacy and Security](#)

### Desjardins

[desjardins.com/covid-19](https://desjardins.com/covid-19)

[Services you can access anytime, anywhere](#)

1-800-CAISSES (1-800-224-7737)

[Caregiver Support](#) Hotline: 1-855-852-7784

[Relief measures](#)

[Security: Fraud Prevention Service](#)



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## Meridian Credit Union

[meridiancu.ca/COVID-19](https://meridiancu.ca/COVID-19)

[Ways to Bank](#)

1-866-592-2226

[Financial Relief](#)

[Protect yourself from frauds and  
scams related to COVID-19](#)

## RBC

[rbc.com/covid-19](https://rbc.com/covid-19)

[Ways to Bank / Digital How To](#)

1-800-769-2511

TTY: 1-800-661-1275

[COVID-19 Financial Relief Programs](#)

[Privacy and Security](#)

[Be Cyber Aware](#)

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## Scotiabank

[scotiabank.com/covid19](https://scotiabank.com/covid19)

[New to Digital Banking?](#)

[Digital Banking Guide](#)

[Accessible Digital Banking](#)

[Scotiabank Digital Banking Demos](#)

1-800-4-SCOTIA

TTY: [1-800-645-0288](#)

Telephone Banking:

English: 1-800-267-1234

Cantonese/Mandarin: 1-800-830-8800

[Financial Relief Measures](#)

[Security Centre](#)

## TD Bank

[td.com/ca/covid-19](https://td.com/ca/covid-19)

[Digital Banking Tutorials](#)

English 1-866-222-3456

French 1-800-895-4463

[Financial relief in uncertain times](#)

[Frequently Asked Questions](#)

[Privacy and Security](#)

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**Money Matters for Older Adults during COVID-19:** Money is a taboo topic for many people. Yet, we need to think and talk about it now. COVID-19 is forcing us to change the way we spend, access, and manage our money. Governments, retail stores, banks, and other financial institutions are doing their part to ensure older adults financial security and needs are addressed in these challenging times. Download the [COA COVID-19 Update](#) for a list of resources for older adults include government benefits, taxes, banking, managing your money, and information on frauds and scams.