



## Frequently Asked Questions – October 1, 2022

### **Q. What are the hours going to be for CCEC members?**

A. Beginning Tuesday October 4th, the member hours at the CCEC branch will be 10-5, Tuesday to Friday. In the future, we intend to expand hours to provide 5 day/week banking at the CCEC branch.

### **Q. When will the look and feel of CCEC/ signage change and what will it be?**

A. Signage to reflect Community Savings Credit Union will be installed on October 3rd, while some interior painting and rebranding will be taking place in the last week of September.

### **Q. Is CCEC going to be forgotten?**

A. Absolutely not. As well as the same team, there will also be a CCEC sign inside the branch – the name and legacy will live on. Like you, we are very proud of CCEC and the work that it has done advocating for working and marginalized people, it will grow as part of CSCU.

### **Q. Are the staff at CCEC going to change?**

A. No, it's business as usual with the same CCEC team; you'll see the same faces. At some point you may see some more who will be helping out to service the branch and make sure we are fully staffed.

### **Q. What is happening to Service Charges?**

A. Everything will remain the same on your account until April 1st, 2023, the date that CCEC's banking system will be converted. Leading up to this date you will be hearing from us about upcoming changes, and a variety of account options available to you.

### **Q. What happens to my account/account number?**

A. On October 1st, your account number remains the same. If any changes are required to your account number, you will hear from a member of our team by the Spring of 2023.

### **Q. What happens with our online banking?**

A. There will be no changes to online banking on October 1st. Come March 31st, 2023 when the banking systems are updated, this will change. You will receive notification regarding this ahead of time.

### **Q. When will we get new debit cards?**

A. Your MemberCard will continue to work as long as you have it. When it expires (after April 1st), it will automatically be replaced with a Community Savings card.