

March 14, 2023

Merger Update

Advance notice – plan ahead for banking system downtime from March 27 – April 1

Your credit union is growing, and we are taking the last step to join the CCEC branch with Community Savings Credit Union.

On **Friday March 31st from 3:45 pm**, the CCEC banking system will go offline in order to integrate it with Community Savings Credit Union's banking system. After April 1st at 6 pm, you will have access to all seven Community Savings branches, in addition to a number of additional services and products.

Some banking services and transactions will be limited starting Monday March 27th to enable our banking systems to join together. Your CCEC member debit card and Visa card will continue to work through the banking system integration. Note that when the banking system is offline for the integration from March 31st at 3:45pm to April 1st at 6pm, your existing offline limits will apply (typically a limit of \$100 for ATM withdrawals and \$500 for transactions).

Interac e-Transfers – limited functionality from Monday March 27th

- From Monday March 27th, you will not be able to send e-Transfers.
- From Tuesday March 28th, you will not be able to receive e-Transfers, fulfil an Interac request for money, or register for autodeposit.
- From Wednesday March 29th, pending e-Transfers that have not been accepted by a recipient will be cancelled, and the funds will be returned to your account on April 1st.
- All e-Transfers sent to CCEC branch members during this period will be available once the banking system is back online on April 1st at 6pm.

Interac e-Transfer contacts and autodeposit settings

- Your e-Transfer recipient list will not be carried over. For recipients that you would like to save, please take a screenshot or print out a copy of your recipient list. You can re-add your e-Transfer contacts after April 1st.
- Your e-Transfer autodeposit settings will not carry over. In order to automatically deposit e-Transfers, please re-set up autodeposit on our online banking portal after April 1st.

Future-dated bill payments will not carry over with the banking system conversion

- Future-dated or recurring bill payments that you have set up in internet banking will not carry over with the banking system conversion.
- If you have future-dated bill payments scheduled for after March 31st, you will need to set the bill payments up again after April 1st.
- Take a screenshot or print out a copy of your future-dated bill payments from your online banking before March 31st.
- **Note** – your automatic payments (pre-authorized debits) set up with an external provider will continue with system conversion

The following services will be unavailable from Friday March 31st at 3:45 pm until Saturday April 1st at 6 pm:

- Online and app banking
- Telephone banking
- Large cash withdrawals and payments - note that your existing offline limits on your CCEC member debit card – typically \$500 for transactions and \$100 at ATMs, will be in place
- Sending and receiving e-Transfers will continue to be unavailable until the system conversion completes. Any automatic payments scheduled from March 31st at 3:45 pm to April 1st at 6 pm will be processed as soon as the banking system is integrated and back online.

Thank you for your patience during this important transition. We appreciate your patience as we grow to serve you better.

Please don't hesitate to contact us if you have any questions:

- Visit the CCEC branch
- Phone the CCEC branch at 604.254.4100
- E-mail info@comsavings.com

Best,

Mark Jones, Chief Operating Officer, Community Savings
Jo Ha, CCEC Interim General Manager and VP Cooperative Partnerships, Community Savings
Raffaele Gaudio, CCEC Vancouver Branch Manager, Community Savings (from April 1, 2023)