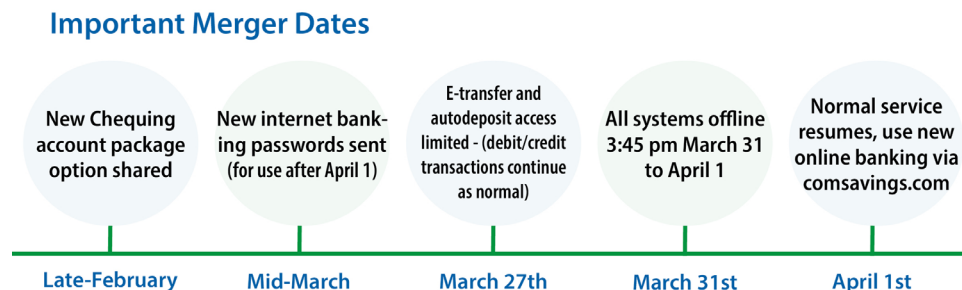


March 9, 2023

## Merger Update

In October of last year, CCEC officially joined Community Savings Credit Union, completing phase one of the merger. Many of your banking products and services have continued as usual.

This spring, phase two of the merger – banking system integration – will take place. Once complete on April 1, CCEC branch members will have access to all Community Savings branches, products and services.



During phase two, your debit card, cheques and online banking will continue to work. In the coming months leading to and during the banking system integration you can expect some changes and banking system downtime.

### Here are three key things to know:

#### 1. Your credentials may be changing

- **Online banking:** The website and app you use for online banking and your password will change. After April 1st, you will use the Community Savings online banking platform. Details, including your new password, will be sent in March.
- **Member number:** We have done everything we can to keep existing member numbers, and most CCEC branch members will not see a change. Joint account holders will receive their own unique member number, and CCEC members who need an updated number will receive their new member number in March.
- **Chequing account type:** Community Savings has a full lineup of chequing account options, many of which will mean CCEC branch members can save on banking fees. Based on your transaction volume history, we will share the best value package for you by e-mail in February, however you are welcome to change this to another account of your choosing.

#### 2. Planned downtime for the week of March 31

In order to bring together our two banking systems, we will have planned downtime the week of March 31st, including an e-Transfer outage in the days leading up to the system integration. Both CCEC branch and Community Savings' banking systems will be down starting at 3:45 pm on Friday, March 31st, meaning no access to online banking services. We will be in touch closer to the date with a reminder to complete any planned e-Transfers in advance. We expect all systems to be back online and functioning on April 1st and e-transfer functionality will be restored.

#### 3. Products and services that will remain the same

Your member card will stay the same, even if your member number is updated. When your card expires, it will be replaced with a Community Savings card. Existing CCEC cheques will continue to work as normal after April 1st. Pre-authorized payments and transfers will remain the same.

#### How we will keep you informed

Key information will be shared by email, by mail where required, at [www.comsavings.com/working-together](https://www.comsavings.com/working-together), and at the CCEC branch. Your CCEC branch team is available to help in-person or on the phone at 604.254.4100 (tel: 604-254-4100). If you would like to confirm or update your contact information, please get in touch.

Member service is our top priority, and our teams are working hard to minimize disruption as we complete this second phase of the merger. Once complete, you will have access to all seven of Community Savings' branches, enhanced online banking and the Community Savings' mobile app, as well as a great suite of products and services including wealth management and more lending options to meet your individual needs.

We look forward to finalizing our two credit unions joining together. CCEC's legacy of inclusion, advocacy on social justice issues and community support will continue with Community Savings, and will be stronger together as we take our next steps to create a more equitable and just future.

Regards,

Mark Jones,  
Chief Operating Officer, Community Savings

Jo Ha,  
CCEC Interim General Manager and VP Cooperative Partnerships, Community Savings

Rafaelle Gaudio,  
CCEC Vancouver Branch Manager, Community Savings (from April 1, 2023)