

## Important Timelines: Friday, February 7 to Monday, February 10\*

Community Credit Union is excited to share that we will be upgrading our online, mobile, and in-branch banking systems. We want to make sure this transition is as seamless as possible for you; however, there will be a temporary service interruption that will impact your access to your online, mobile, and telephone banking services.

Please review the upgrade schedule below, including anticipated member impacts and support resources. Also included in this mailing is an information insert providing additional details about our system upgrades, and some things you can do before and after the conversion weekend to ensure a smooth transition.

DATE	SERVICE	IMPACT
Thursday, February 6	Interac e-Transfer® Autodeposit	Autodeposit will be turned off and all Interac e-Transfers® will need to be manually accepted starting at 7:30 PM NST Thursday, February 6.
Friday, February 7	Online, Mobile and Telephone Banking	<b>Online, Mobile (including Interac e-Transfer®) and Telephone banking will be temporarily unavailable starting at 5:30 PM NST Friday, February 7.</b>
	Debit Cards (Point of Sale & ATM)	There will be no impact to debit card services, you may continue transacting with your debit card at merchants and automated teller machines (ATMs).
	Branches	All branches will be open regular hours on Friday, February 7.
Saturday, February 8 AND Sunday, February 9	Online, Mobile and Telephone Banking	<b>Online, Mobile (including Interac e-Transfer®) and Telephone banking will be temporarily unavailable on Saturday, February 8 and Sunday, February 9.</b>
	Debit Cards (Point of Sale & ATM)	There will be no impact to debit card services, you may continue transacting with your debit card at merchants and automated teller machines (ATMs).
	Branches	Branches will be closed as per our normal business hours.
Monday, February 10	Online and Mobile	Online and Mobile banking systems will be available on Monday, February 10.
	Interac e-Transfer®	<b>Interac e-Transfer® will be temporarily unavailable in Online and Mobile banking on Monday, February 10.</b>
	Telephone Banking	<b>Telephone banking access will be unavailable until you receive your new account number from online banking or by contacting your branch.</b> <b>If you experience any issues accessing telephone banking, please call your branch.</b>
	Branches	Branches will be open regular hours.
	After Hours Support	After hours technical support will be available by calling 1-888-273-3488.
Tuesday, February 11	Interac e-Transfer®	Interac e-Transfer® will be available on Tuesday, February 11.



\*Please note that the scheduled date of systems upgrades is subject to change. In the event of a change, we will provide notification through various communication channels, such as email, online banking, and social media. You can also scan the QR code or visit <https://honestmoney.ca/communitynl> to access our Info Hub, which will provide you with the latest information.