

## Schedule and Support for the Conversion Process:

We appreciate that change can be challenging and we are here to assist you as you begin to use the new system. We know there will be questions and need for additional support. We have prepared for this requirement by increasing the number of representatives responding to calls in our Customer Contact Centre and have extended the Centre's hours during the weeks of August 19 and 26. We also have extended hours in all branch locations, with dedicated retail and commercial staff that will hold an in-person session if requested by a member so that we can walk you through the log in process and answer any questions.

As noted in previous communications, you are unable to use online banking, the mobile app or telephone banking during the conversion period starting at from 6:00 p.m. on August 16 until 8:30 a.m. on August 19, and not until 8:30 a.m. on August 20 for e-Transfers. Therefore, if you contact us during this period, we are unable to carry out a transaction or address any enquiry related to these systems.

It is anticipated that there will be a high volume of member enquiries following the conversion and therefore, we thank you in advance for your patience as we respond as quickly as possible. The Schedule of services during and after the conversion weekend is as follows:

Item	August 16	August 17 and 18	August 19	August 20	August 21 - 30
<b>Online Banking and Mobile App</b>	Temporarily unavailable beginning at 6:00 p.m.	Temporarily unavailable	Available beginning at 8:30 a.m.	Available	Available
<b>Interac® e-Transfers (sending and receiving)</b>	Temporarily unavailable beginning at 6:00 p.m.	Temporarily unavailable	Temporarily unavailable	Available beginning at 8:30 a.m.	Available
<b>Telephone Banking</b>	Temporarily unavailable beginning at 6:00 p.m.	Temporarily unavailable	Available via new number 902.492.2211 beginning at 8:30 a.m.	Available	Available
<b>Customer Contact Centre (902.492.6500)</b>	Regular hours: 8:30 a.m. to 6:00 p.m. **	After Hours Support Service 1.855.204.6175	Extended hours: 8:00 a.m. to 8:00 p.m. **	Extended hours: 8:00 a.m. to 8:00 p.m. **	Extended hours daily: 8:00 a.m. to 8:00 p.m. **
<b>Branches</b>	All branches open regular hours	Closed as per regular hours	Extended hours: 9:00 a.m. to 6:00 p.m.	Extended hours: 9:00 a.m. to 6:00 p.m.	Extended hours (M-F): 9:00 a.m. to 6:00 p.m.
<b>ATMs</b>	You can use an ATM for typical transactions, such as cash withdrawal and deposit. The ATM cannot be used for bill payments.				
<b>Member (Debit) Card, Credit Card</b>	No impact – you can perform the usual transactions with your CUA Member / Debit card and credit card, including purchases.				
<b>After Hours Online Banking Support</b>	** When the Customer Contact Centre is closed, please call CUA's after hours online banking support service at 1.855.204.6175.				