

May 10, 2023

Dear CUA Member,

As a member who uses our TeleService banking option, I wanted to provide you with an update on this service. TeleService is continuing to operate with limited functionality, and our IT provider is working diligently on a solution to the technical issues that were encountered with the system. I recognize the inconvenience that this reduced service has caused, and I'd like to extend my sincere apologies to you.

Unfortunately, we do not yet have an estimated date when TeleService banking will be restored to full functionality. Restoring this service is a top priority, and we will let you know as soon as we are advised that it is available. We very much appreciate your patience during this time.

We are here to help and support you in any way we can with your ongoing banking needs. For assistance with completing your banking transactions, you can connect with us in any of the following ways:

- Phone our Customer Contact Centre at 902.492.6500 between 8:30 a.m. and 6:00 p.m. Monday to Friday.
- [Find A Branch](#) and visit one of our eight branches.
- By email at info@cua.com.

Thank you for your understanding and if there is anything we can do to further support you, please do not hesitate to contact me at sdurling@cua.com.

Yours sincerely,



Scott Durling
Vice President, Member Services

Contact us

Customer Contact Centre
info@cua.com
902.492.6500
cua.com

Annex
4-6954 Mumford Rd.
Halifax B3L 4V9

South Park Street
1565 South Park St.
Halifax B3J 2W8

Civic
6070 Lady Hammond Rd.
Halifax B3K 2R6

Spryfield
200-349 Herring Cove Rd.
Halifax B3R 1V9

Cole Harbour
3 Cumberland Dr.
Cole Harbour B2V 2T6

Tantallon
5104 St. Margaret's Bay Rd.
Tantallon B3Z 1E3

Pleasant Street
1-380 Pleasant St.
Dartmouth B2Y 3S5

Wyse Road
135 Wyse Rd.
Dartmouth B3A 4K9