

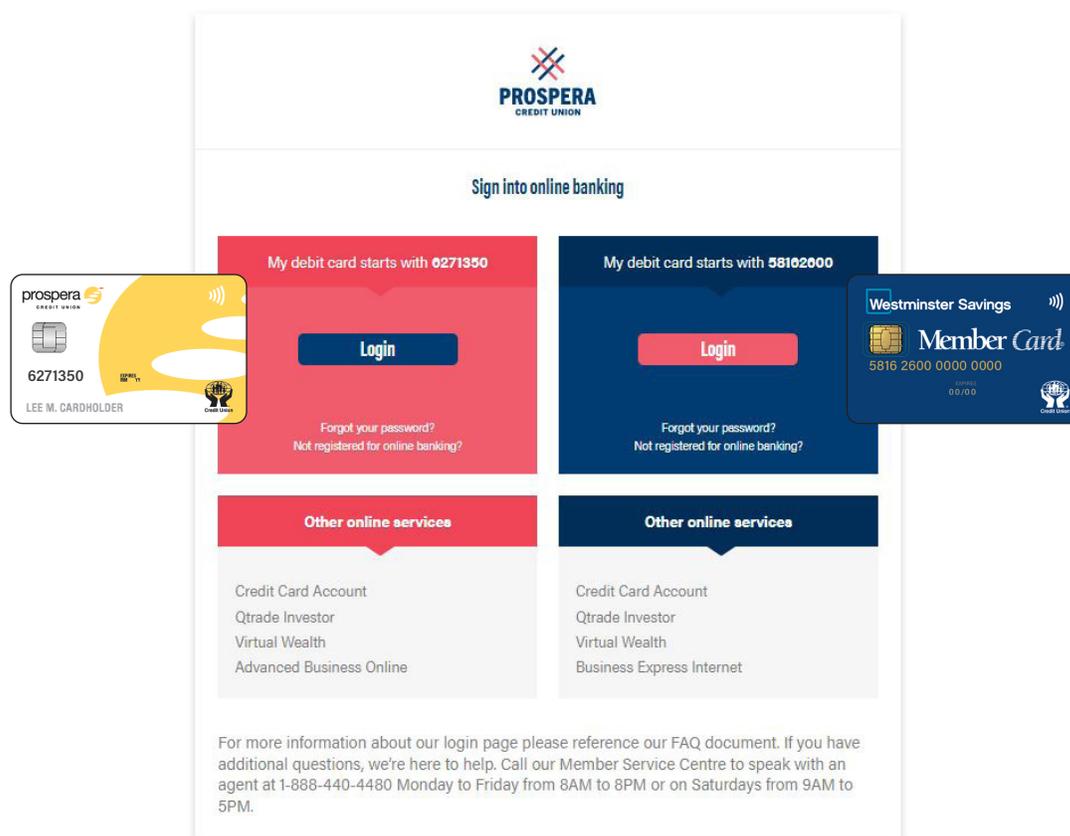
We are thrilled to launch our new public website that was specifically designed with you in mind. We've created a site that is easy to navigate, has centralized information and useful tools to make sure you have a great experience.

This document includes helpful tips and answers to some frequently asked questions.

Login page

For now, while we are still operating on two banking systems, members will need to select the appropriate login page by referencing the numbers found on their MemberCards.

To help make it easier, we've included some visuals below for each respective card.



Once you've selected the right login page, enter your account information and log in as per usual.

Tip: to get to this page faster next time, bookmark it to your favourites.

On the login page, we've also included quick links to other popular online services:

- Credit Card Account - Access your Collabria credit card transactions and profile
- QTrade Investors
- Virtual Wealth
- Advanced Business Online (formerly called Business Express Internet under Westminster Savings)

Top level menu

We've simplified our menu into three sections: Personal Banking, Business Banking and Wealth Solutions. We've also included a link to find the nearest branch or ATM and a shortcut to get to the login page. If you're looking for something in particular, you can use the search feature, which is also found in the top menu.



When clicking on a line of business, a menu will appear that further breaks down our services.



The example above is our Personal Banking products and services; you can find information about:

- Daily Accounts
- Credit Cards
- Mortgages
- Loans & Lines of Credit
- Investing
- Ways to bank

Don't miss out on important links to our rates, community updates, press releases and more in the blue navigation section found at the bottom of all of our web pages. You'll find information about:

Tools & Resources:

- **Rates** – find our daily interest rates for mortgages, investments, loans and other products in this section.
- **Calculators** – access a variety of calculators like our mortgage affordability calculator and our foreign exchange calculator to help plan for your next trip.
- **Report a lost/stolen card** – find important information regarding lost or stolen MemberCards and how to report fraud.
- **Online Security** – this section includes information about our online security practices and also provides best practices for online banking.

About us – learn about Prospera Credit Union and the benefits of being a member along with other important information regarding:

- Annual reports
- Our Board of Directors and Executive Leadership team
- Press releases and member notices
- Employment benefits and career opportunities

Community – learn about Local Good and all the amazing things we do across our communities every year. Here is where you'll find information around:

- How we give back
- The Prospera Foundation
- Requests for grants, sponsorships and donations
- Education bursaries
- Upcoming events in our communities



Frequently Asked Questions:

- How do I know which login to use?
 - » Look at your MemberCard and select the login button that reflects the numbers found on your card.
- How do I know which online service links I should use?
 - » Use the "other online services" links that are found below the login for your specific MemberCard number.
- Can I still access the old website?
 - » No, the old websites are no longer available. Members will be automatically redirected to the new website effective May 17, 2022.
- What if I can't find a specific page I'm looking for?
 - » Try our search feature that is found in the top menu to help find the page you are looking for. We have also provided a list of links to our most frequently visited pages.
- What happened to www.wscu.com?
 - » Effective May 17, 2022, anyone who tries to visit www.wscu.com will be automatically redirected to the new website.
- How do I access my credit card information?
 - » On the login page there is a quick link to access the Collabria credit card partner page.
- What if I forgot my password?
 - » You can try our self-serve password reset feature that is found on the login page or you can contact our Member Service Centre and one of our agents can reset it for you.