

# Important information about our upcoming service outage

To better serve you, we're about to take one of the last major steps in the merger between Prospera and Westminster Savings credit unions: moving all members to one banking system.

You'll soon be able to complete all your banking transactions at any of our 26 branches across the Lower Mainland, Fraser Valley and Okanagan.

**This upgrade will require that we suspend certain transactions and services starting at 4:00 pm on Thursday, November 10 through to Sunday, November 13 at 11:59 pm.**

We understand that this may be an inconvenience for many of our members and want to ensure you have access to your money throughout this period.

## Over the Remembrance Day long weekend, you will still be able to:

- Use your debit or credit card for small purchases.
- Deposit money or cheques and withdraw small amounts of cash at the ATM.
- Scheduled mortgage and loan payments will be processed as normal.
- Our Member Service Centre will be available to answer questions about impacted services.

## The following services will be impacted over the Remembrance Day long weekend:

- Banking services including online banking, mobile app and telephone banking will be unavailable. This includes e-Transfers, daily balance checks, money transfers between accounts, wire transfers, bill payments and large cash withdrawals.
- Branches will be closed.
- Our Member Service Centre will not be able to process bill payments or other services.
- Balance and transaction alerts will be turned off.

## For all MemberCard holders:

| Impacted service                            | Nov 10                                      | Nov 11                                      | Nov 12                                      | Nov 13                                      | Nov 14    |
|---|---|---|---|---|-----------|
| <b>Branches</b>                             | Open 9:30 am to 7 pm                        | <b>CLOSED</b>                               | <b>CLOSED</b>                               | <b>CLOSED</b>                               | Open*     |
| <b>Online and mobile banking</b>            | Available until 4 pm                        | <b>UNAVAILABLE</b>                          | <b>UNAVAILABLE</b>                          | <b>UNAVAILABLE</b>                          | Available |
| <b>Member Service Centre</b>                | Open 8 am to 8 pm                           | Open 8 am to 6 pm                           | Open 8 am to 6 pm                           | Open 8 am to 6 pm                           | Available |
| <b>MemberCard and credit card purchases</b> | Available                                   | Available                                   | Available                                   | Available                                   | Available |
| <b>ATM services</b>                         | Available for deposit and small withdrawals | Available for deposit and small withdrawals | Available for deposit and small withdrawals | Available for deposit and small withdrawals | Available |

\*Note: Some of our branches are not open on Mondays, please visit [prospera.ca/branches](https://prospera.ca/branches) to view our regular hours of operation.



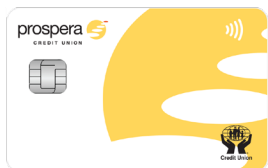
Questions about the service outage?

1 888 440 4480 | [prospera.ca](https://prospera.ca)



Prospera Credit Union

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## For MemberCard holders starting with 6271350:

There are a few important things you can do to prepare for the planned temporary service outage:



### Bill payments:

Complete important banking transactions before the service outage. Adjust any scheduled online bill payments to occur before 4 pm on Thursday, November 10.

Any bill scheduled to take place during the outage will be processed on Monday, November 14.



### Making purchases:

Check your account balance and make sure that you have funds in the right account(s) to cover payments and purchases. You may want to take out extra cash in advance or have a second form of payment (such as credit card) available.



### Interac e-Transfers:

- You will not be able to send or receive e-transfers starting Thursday, November 10 at 4 pm.
- Services will resume on Monday, November 14.



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