

# 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 card for small purchases, deposit money or cheques, or withdraw small amounts of cash at the ATM.
- Use your credit card during the service outage.
- 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)



# Important information about our upcoming service outage



## For MemberCard holders starting with 5816 2600:

Impacted service	Nov 4	Nov 7	Nov 8	Nov 10, 11, 12, 13	Nov 14
<b>Interac e-transfers</b>	Starting at noon - outgoing e-Transfers <b>UNAVAILABLE</b>	Incoming and outgoing <b>UNAVAILABLE</b>	<b>UNAVAILABLE</b>	<b>UNAVAILABLE</b>	Available
<b>Me to Me transfers</b>	Available	Starting at 4 pm Me to Me transfers are <b>UNAVAILABLE</b>	<b>UNAVAILABLE</b>	<b>UNAVAILABLE</b>	Available

### 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.



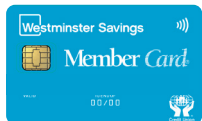
#### Making purchases:

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 e-Transfers starting Friday, November 4 at noon.
- Starting Monday November 7, you can no longer send or receive e-transfers until services resume on Monday, November 14.
- We recommend you screenshot or print out a copy of your e-Transfer contact list as it will not be saved after the outage.



## Business Member info:

If you hold a business account with Prospera there are a few additional items that we want to ensure you prepare yourself for. Along with the items in the Personal Banking table above, the following items will be unavailable starting at 4 pm on Thursday, November 10 until 11:59 pm on Sunday, November 13:

- Corporate Capture.
- MemberDirect Small Business.  
Please ensure you have approved all outstanding transactions prior to the service outage.



### Questions about the service outage?

1 888 440 4480 | prospera.ca