



moving forward

Our banking system conversion will affect these branches:
Altona • Carman • Emerson • Gretna • Plum Coulee • Winkler

Before Conversion - prior to Saturday, November 13

All Members from these branches:

• Altona • Carman • Emerson • Gretna • Plum Coulee • Winkler

- ✓ **Withdraw enough cash to last over the conversion weekend**
- You may not have access to your account(s) at any ATM during conversion weekend.
- ✓ **Be prepared to pay for retail purchases by cash, cheque or credit card**
- MemberCard debit cards may not work for Interac Direct Payment (debit) purchases during conversion weekend.
- ✓ **Take care of any routine banking (regularly scheduled transfers, bill payments, etc) before or after the conversion**
- Altona, Carman, Emerson, Gretna, Plum Coulee and Winkler branches will be closed, and internet banking services and telephone banking will be unavailable during conversion weekend.

Internet & Telephone Banking Users:

- ✓ **Download your account history from internet banking**
- Your online account history will no longer be available for download or online viewing after 5 pm on Friday, November 12. We recommend that members using accounting software with internet banking download their history before conversion.
- ✓ **Internet & Telephone Banking will be unavailable after 5:00 pm on Friday, November 12 until Tuesday, November 16**
- ✓ **If you don't already have one, pick up an Access CU MemberCard at your branch**
- You will require a 16-digit MemberCard number to access telephone banking, rather than the member number you currently use.



Questions? Call us toll free: 1.800.264.2926
email: bankingsystems@accesscu.ca • or stop in at any branch



System conversion weekend is November 13 to 15th, 2010



moving forward

Our banking system conversion will affect these branches:

Altona • Carman • Emerson • Gretna • Plum Coulee • Winkler

After Conversion - Tuesday, November 16th

All Members from these branches:

• Altona • Carman • Emerson • Gretna • Plum Coulee • Winkler

One Member, One View

- Your 12-digit account number(s) will remain the same. However, now you will be able to see all your Access Credit Union business at once, whether you review your account activity via internet or telephone banking or on paper monthly statements.

Member Statements - Personal Accounts

- in conjunction with our banking system conversion, monthly statements will change from the month end to the 12th of each month, beginning on Dec. 12th
- a final statement from the current banking system will be sent covering the period from November 1st to November 12th
- your first statement on the new schedule will cover the period from Nov. 13th to Dec. 12th

Member Statements - Business Accounts

- will remain on the month-end schedule

Internet & Telephone Banking Users:

Internet and Telephone Banking

- If you have difficulties logging in to telephone or internet banking, contact us at at 1.800.264.2926 or memberdirect@accesscu.ca
- Log-in procedures for both services will use your 16-digit MemberCard debit card number and a new Personal Access Code (PAC). **Your PAC has been reset to the last seven digits of your lowest MemberCard debit Card number. You'll need to reset your Personal Access Code using a minimum of five (5) to a maximum of eight (8) numbers.**
- For the most part, your current personalized bill payment vendor information for internet and telephone banking will be brought forward, however there may be some additions or deletions that you'll need to do. Please ensure that all your vendors were properly included in your bill payment list and that all account numbers are correct.
- To access your accounts online, visit www.accesscu.ca and select your branch from the Login to Online Banking button. We recommend that you update your bookmarks to online banking to: www.accesscu.ca

Telephone Banking: 325.1490 or 1.877.835.7378

Internet Banking: www.accesscu.ca



What's not changing?

- Your MemberCard debit card will continue to function as usual after conversion. Your Personal Identification Number (PIN) will not change.
- Direct deposits and pre-authorized transactions - including transfers, automatic payments and payroll deposits - will continue to be processed as usual.
- Your existing cheques will continue to work through your account - there is no need to order new cheques.



Altona, Carman, Emerson, Gretna, Plum Coulee & Winkler members Scheduled Service Interruptions November 2010

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3	4	5	6
7	8	9	10	11 All branches closed Remembrance Day	12 All branches open regular business hours	13 Altona, Carman, Emerson, Gretna, Plum Coulee & Winkler branches closed. Morden & Lowe Farm branches are open.
14 All branches closed	15 Altona, Carman, Emerson, Gretna, Plum Coulee & Winkler branches closed. All other branches are open their regular business hours.	16 All branches open regular business hours	17	18	19	20
21	22	23	24	25	26	27
28	29	30	<ul style="list-style-type: none"> • Interruptions to MemberCard debit card service will occur during conversion weekend. • Please have alternative methods of payment readily available during conversion weekend - such as cash, credit card or cheque. 			



Questions?

Call us toll free: 1.800.264.2926

email: bankingsystems@accesscu.ca or stop in at any branch

