

Notice to Members – Possible Canada Post Service Disruption

A possible Canada Post service disruption could begin within the coming weeks. While East Coast Credit Union has no control over the duration of this service disruption, we want to help you plan ahead in case it happens.

It's important that you continue to make your required payments to keep your accounts in good standing.

To help manage your accounts more easily, we recommend you register for our digital banking services and sign up for eStatements, which will give you instant access to your important East Coast Credit Union documents.

You can sign up for online and mobile banking by following the steps on our [Digital and Mobile page](#). Once you have completed your online banking set up, you can activate e-statement access in the online banking platform.

We also encourage you to arrange Pre-Authorized Debits and Direct Deposits to ensure your payments are processed smoothly.

[How to set up Direct Deposit/ Pre-Authorized Debits.](#)

In the event of a Canada Post service disruption, there may be delays in the delivery of East Coast Credit union documents such as renewal notice, investment and credit card statements.

If your card is expiring soon, we encourage you to visit your nearest branch to request a replacement card. This will help ensure you are not inconvenienced by any potential delays.

If you are out of province, we invite you to contact our [Virtual Branch](#) to discuss alternative solutions. We will review courier requests on a case-by-case basis to ensure a smooth experience for you.

Members who need assistance can contact us at 1-866-230-7700, email eastcoast@creditunion.ca, or visit us at any of our [branch locations](#).