

October 14, 2025

Notice – Canada Post Service Disruption

Due to the Canada Post service disruption, members should expect delays in the delivery of East Coast Credit Union documents, such as printed account statements, investment documents, and new or replacement client cards.

Important: Property tax statements may be delayed, and property tax deadlines may be approaching in your municipality. To avoid missing a payment, we recommend contacting your municipality directly to confirm the amount owing and ensure your payment is made on time.

Keep your account in good standing

It's important that you continue to make required payments on your account(s). 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.

Online and mobile banking

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.

Pre-authorized debits and direct deposits

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.](#)

Replacement cards

If your card is expiring soon, we encourage you to visit your nearest branch to request a replacement card. 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.

Support

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](#).