

System Merge Schedule

As the final step to amalgamating our credit unions, we will merge the members of former Provincial Government Employees Credit Union and LaHave River Credit Union into the East Coast Credit Union banking system. During this process, there will be an interruption to online banking, mobile app, and telephone banking services.

Please review the timeline below for details on the weekend upgrade, expected impacts, and available support resources.

TIMING	SERVICE	IMPACT
Monday, February 23 rd	Interac e-Transfer®	The ability to send e-Transfers will be turned off at 4 PM AST
Tuesday, February 24 th		The Autodeposit feature will be turned off. All e-Transfers will need to be manually accepted starting at 4 PM AST
Wednesday, February 25 th		All e-Transfer features and services will be disabled at 4 PM AST
Thursday, February 26 th		All pending e-Transfers will be cancelled without prior notification.
Friday, February 27 th	Online Banking, Mobile App, and Telephone Banking	Online banking, mobile app, and telephone banking will be unavailable starting at 5 PM AST.
	Debit Cards (Point of Sale & ATM)	There are no anticipated impacts to debit card services. You may continue to use your debit card at merchants and automated teller machines (ATMs); however, it is good practice to have other payment methods on hand, such as a credit card or cash.
	Branches	LaHave River and Halifax Branches will close early, at 3 PM AST
	Virtual Branch	The Virtual Branch will be available during regular hours.
Saturday & Sunday February 28 th & March 1 st	Online Banking, Mobile App, and Telephone Banking	Online banking, mobile app, and telephone banking will be unavailable on Saturday and Sunday.
	Debit Cards (Point of Sale & ATM)	There are no anticipated impacts to debit card services, and you may continue transacting with your debit card at merchants and automated teller machines (ATMs); however, it is always good practice to have additional payment methods on hand, such as a credit card or cash.
	Branches	Branches will be closed as per our normal business hours.
	Virtual Branch	The Virtual Branch will be closed as per our normal business hours.
Monday, March 2 nd	Online and Telephone Banking	Online and Telephone banking will be restored on Monday. Login from https://www.eastcoastcu.ca using your existing Member ID and password.
	Mobile App	The LaHave River and Provincial Government Employees Apps will no longer work. You can begin using the East Coast Credit Union App by downloading from your app store.
	Interac e-Transfer	Interac e-Transfer will be unavailable in online banking and the mobile app.
	Telephone Banking	If you experience any issues accessing telephone banking, please contact us.
	Branches	Branches will be open during regular hours on Monday.
	Virtual Branch	The Virtual Branch will be available during regular hours on Monday.
	After Hours Support	After hours technical support will be available by calling 1-888-273-3488.
Tuesday, March 3 rd	Interac e-Transfer	Interac e-Transfer will be restored on Tuesday.

System Alignment Checklist

February 20–27th

- ☐ **Bill Payments:** Pay all bills due between February 27th and March 2nd well in advance.
- ☐ **Complete Transfers:** Complete any internal account transfers and international transfers intended for between February 27th and March 2nd well in advance.
- ☐ **Backup your CRA Forms:** Screenshot and save/print all CRA account profiles and payment history. Please note that payment history is also available on your CRA account.
- ☐ **Backup your Transaction History:** You will lose your transaction history. Download/print your priority account records:
 - ☐ eStatements
 - ☐ eDocuments
 - ☐ Account history
 - ☐ Cheque images
- ☐ **Backup your Interac e-Transfer® Details:** You will lose all your Interac e-Transfer account data and history.
 - ☐ Save a copy of your *Interac* e-Transfer profile details.
 - ☐ Backup your e-Transfer Recipient List: Save a copy (write down, print, or take a screenshot) of all your e-Transfer recipient email addresses. You will need to re-add these to your account later.
 - ☐ Backup your e-Transfer Transaction History: Screenshot and save/print your e-Transfer history.
- ☐ **Complete Sending, Receiving, and Requesting Interac e-Transfers:** All pending transactions will be cancelled.
 - ☐ Send any necessary e-Transfers by 4 PM February 23rd
 - ☐ Autodeposit will be disabled and all received e-Transfers will need to be manually accepted starting at 4 PM AST February 24th
 - ☐ Complete all outstanding transactions i.e. accept/receive e-Transfers, fulfill requests for money, send money, etc. by 4 PM February 25th

IMPORTANT: Any e-Transfers left pending will be cancelled without prior notification on February 26th.

Starting March 2nd

- ☐ **Download the East Coast Credit Union Mobile App:** Login with your existing Member ID and Personal Access Code (PAC).
- ☐ **Online Banking:** Login through the East Coast Credit Union website using your existing Member ID and PAC.
- ☐ **2-Step Verification:** Enable your 2-Step Verification settings as prompted (mobile phone number or email address).
- ☐ **Interac e-Transfer:** Set up your profile, including Autodeposit, and add your recipient list.
- ☐ **Alerts:** Set up your security, balance and activity, and member service alerts.
- ☐ **Online Login Profile:** Set up your Online Login Profile by selecting “Remember Me” and name your login profile.
- ☐ **Website Access:** Use the East Coast Credit Union website, www.eastcoastcu.ca, for all online banking and account information. The former Provincial Government Employees and LaHave River websites will be retired.