



We're on the road to a better banking system

It's hard to believe that it's been a year since we became Momentum Credit Union. Since our successful amalgamation, we've worked hard to build a stronger credit union that positions us for growth and success in a competitive market while adding more benefits to our membership. I'm happy to tell you that we're on the road to doing just that with the conversion to a new banking system.

Investing in our future

From November 10th to 14th we will be converting to an upgraded, more efficient banking system. The new system will provide you with an improved in-branch experience, enhanced security and more customized products in the future. It will allow us to provide you with the level of service that you have come to expect from your Credit Union.

Gearing up for Conversion

Conversion to a new banking system is a huge undertaking. For months now, our team has been working with qualified professionals to ensure that this transition goes as smoothly as possible. However, even with our rigorous process, there may be some bumps along the road. We appreciate your patience, understanding and help along the way.

Preparing for the journey

There are a number of ways you'll be able to learn about the conversion and what steps you can take to be sure you're well prepared for conversion weekend.

First, this newsletter gives you an excellent overview of the conversion and how it will impact you as a member. Our website, www.MomentumCU.ca, will have additional conversion information and you'll also have access to our 24/7 Conversion Hotline (1-888-956-6636 ext. 1111) where you can leave a message with your questions or concerns and your call will be returned within one business day. And of course, our staff will be more than happy to help answer your conversion questions.

This conversion to a new banking system is an important investment in Momentum's future. We're confident that its implementation will benefit you and our credit union for many years to come.

Many thanks for your continued support.

Jenn Vandehaar, VP Operations, Momentum Credit Union

What's Inside:

It's important that you know how this banking system conversion will affect you and what you'll need to do to be prepared for Conversion Weekend.

Look inside for details including:

- An upgrade in technology, an investment in our future (a conversion overview)
- Conversion Weekend – What's happening when?
- Branch hours during Conversion Weekend
- Frequently asked Questions
- Contacts for Conversion Weekend

Visit www.MomentumCU.ca or call 1-888-956-6636 ext. 1111 to find out more about our better banking system and to enter for your chance to WIN a \$500 Term Deposit!



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Conversion Weekend

What's happening when?



Thursday
Nov. 10

In-branch ATM's will be unavailable.

As of 3pm – All branches will be closed so that conversion can begin.

Internet, telephone, and in-branch banking will be unavailable.

You may wish to take out any money you may need for the weekend.

As of 3pm, statements will be produced and mailed to you.



Friday
Nov. 11

In-branch ATM's will be unavailable.

All branches closed.

Internet, telephone and in-branch banking will be unavailable.

You may use your Credit Card or access your money with your Momentum Credit Union Debit Card, surcharge free, at any ATM displaying the Exchange logo.

Interac ATM's may also be used although fees may apply.

Momentum Credit Union Debit Cards may also be used for Point of Sale and Cash Back.

Daily ATM limit will be reduced to \$300/day and POS daily transaction limit will be reduced to \$500/day.



Saturday
Nov. 12



Sunday
Nov. 13



Monday
Nov. 14

As of 10am – In-branch ATM's will be available.

All branches will be open to serve you and the new system will be up and running!

Telephone and internet banking will be also be available.

You will need to login to your accounts using a temporary password (the primary account holder's day and month of birth - DDMM). Then you'll be able to enter a password of your choosing.

Statements for November 10th after 3pm to November 30th will be mailed after month end.

An upgrade in technology, An investment in our Future

For many years, our old banking systems served us well. However with our successful amalgamation, it was time to move to one, integrated system. Not only is one system more efficient, it will allow us to keep pace with your changing needs.

A better banking experience

This state-of-the-art technology will allow us to provide you with a better, faster, more efficient in-branch banking experience- no matter which of our branches you choose to bank with.

Enhanced security

Online and telephone banking will be more secure than ever before.

In addition, a built-in real-time redundancy feature ensures the risk of our banking system experiencing any down-time is virtually eliminated.

More flexible solutions

Thanks to the more robust nature of this new system, we'll now be better able to keep up with our members' changing needs by developing customized products and delivering them even faster.

New look & feel!

Just a few of the things you'll notice changing for the better are your statements, internet banking and telephone banking.

Statements, receipts and internet banking will have a new look. With the new system, banking online allows you to manage multiple accounts with a single login.

Telephone banking will also feature a new sound and offer increased functionality.

Immediately after conversion, you'll be able to login to both internet and telephone banking using a temporary password of the primary account holder's day and month of birth (DDMM). Once you're logged in, you can reset your password to one of your choosing.

The road ahead - Conversion Weekend

From November 10th at 3pm until November 14th at 10am, our branches will be closed and internet, telephone banking and ATM's will be unavailable as we make the change from our old systems to the new.

We appreciate your patience and support through this temporary but necessary inconvenience.

Gearing up for Conversion Weekend

To make this transition as smooth as possible, there are several things you should do in preparation for the temporary branch closures:

- Circle November 10th - 14th on your calendar as the branches are

closed for Conversion Weekend. In-branch ATM's, online and telephone banking will also be unavailable during this time.

- You may wish to take out any money that you might need for Conversion Weekend before 3pm on November 10th.
- During Conversion Weekend, you may use your Credit Card or access your money with your Momentum Credit Union Debit Card, surcharge free, at any ATM displaying the Exchange logo. Interac ATM's may also be used although fees may apply. Momentum Credit Union Debit Cards may also be used for Point of Sale and Cash Back.
- Ensure that any bills that are due between November 10th and November 14th are paid prior to conversion weekend.
- If you'd like, you can print off your account statements prior to 3pm on Nov. 10th and once again after 10am on Nov. 14th so you can see that things have transferred properly. We'll be checking everything as well and will be issuing a November 10th (pre-conversion) statement and a November 11th - 30th (post-conversion) statement.

Frequently Asked Questions

Why are you converting to a new banking system?

After our successful amalgamation we needed to invest in our future by moving to one, integrated banking system. This newer, more flexible system will provide you with an improved in-branch experience, enhanced security and more customized products in the future.

What was wrong with the old system?

Our legacy systems had served us well for many years. But with technology advancing as quickly as it does, it is time for an upgrade. The new system will be faster and more efficient.

When will this change to a new banking system happen?

The conversion will start on November 10th at 3pm and be up and running at 10am on November 14th. All branches will be closed during this timeframe. So circle these dates in your personal calendar.

Will there be any service interruptions during this change?

Yes. Our branches will be closed for the weekend starting on Thursday, November 10th at 3pm and will be open again for business on Monday, November 14th at 10am. Telephone, internet banking, and Momentum Credit Union ATM's will also be unavailable during conversion weekend. Debit Card ATM (Shared Cash Withdrawals limit of \$300) and POS (Point of Sale limit of \$500) limits will be in effect during Conversion dates.

Is there anything I should do in advance of the conversion weekend?

Yes. Review this newsletter and the conversion information available on our website and feel free to speak with any of our staff should you have further

questions. We'd also recommend taking out any money that you might need for the weekend as there will be no access to in-branch, online or telephone banking during the conversion dates.

Where can I find out more?

There will be ample information about the conversion in branch, on our website and of course, in this newsletter. We encourage you to read this information carefully, ask questions and prepare accordingly.

Will my money be safe.

Yes. Our new banking system provider is one of the largest financial technology companies in the world and they have extensive experience in similar conversions. Further, we have undertaken months of planning and testing for this conversion and it will occur under the watchful eyes of our external auditors.

So will I have access to my money during this conversion?

Yes, you'll still be able to access your money through our ATM partner network. You may use any other Credit Union's ATM displaying the 'Exchange' logo at no service fee including deposits and withdrawals during Conversion Weekend, but balances will not be available until Nov. 14th. Alternatively, you can plan to withdraw additional funds in advance of our conversion on November 10th.

Who do I contact if I have a problem during Conversion Weekend?

There will be service representatives available on our hotline – 1-888-956-6636 (ext. 1111) from 9am-7pm everyday during Conversion Weekend. Also, MomentumCu.ca will have many answers to frequently asked member questions.

What if I need to get a new Debit Card during conversion weekend?

No new Debit Cards will be issued from November 7 – Nov. 10th.

Will I have to change my account information/details?

No. However, online and telephone banking will require a new temporary access code the first time that you log on. You will need to login to your accounts using a temporary password (the day and month of the birth of the primary account holder - DDMM). Then you'll be able to enter a password of your choosing. Joint account holders are encouraged to get their own online and telephone banking login access post conversion.

Will my Debit Card PIN number change?

No, but Debit Card fees will now be charged at the end of the month.

What happens to automatic bill payments (mortgages, etc.) that I've set up? What about direct deposits?

There will be no impact on your pre-authorized payments or deposits.

Will I still receive monthly statements?

Yes and they will have a new look after conversion. Members who have a passbook will begin receiving statements after conversion. If you prefer to view your statements online, please contact the branch to switch to paperless statements.

Will my account number change?

No. Individual account types within each account number will be renumbered. This will not affect pre-authorized payments or deposits.

Will my Debit One package be affected?

Yes. The features of the Debit One package will apply only to the account type where the fee is charged.

If you need more information or require assistance:

Toll Free: 1.888.956.6636 ext. 1111
Email: conversion@momentumcu.ca
Website: www.MomentumCU.ca



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