

Canada Post is experiencing a labour disruption, which will lead to delays in postal deliveries. If you're expecting mail from us, here is some helpful information and FAQs.

Switch to online banking and mobile app:

Set up online banking or download our mobile app. These tools can give you peace of mind by being able to check your transactions anytime, anywhere. You can pay your bills, make e-Transfers, even deposit your cheques via our mobile app in the comfort of your own home. You will also have access to your statements online.

Set-up preauthorized debits

Paying bills can be easy. Avoid unwanted late-payment penalties and make recurring bills hassle-free. Plus, pre-authorized payments can even help you maintain and improve your credit score. Our members typically set up pre-authorized payments for their regular and expected bills, like:

- Hydro bills
- Strata payments
- Car insurance
- Gym memberships
- Property taxes
- Rental payments
- Credit Card payments

Set up for direct deposits

Canada Post has pledged to minimize disruption by continuing delivery of benefit cheques including Canada Child benefit, Old Age Security and Canada Pension Plans.

But waiting for cheques can be a hassle. Save time by getting paid quickly and safely, by setting up direct deposit. Members typically use direct deposits for things like employment pay cheques, pension payments, disability payments, government deposits. You can log in to the [government website](#) to set up direct deposit, so you don't have to worry.

How can I get a physical or digital copy of my bank statement if I'm not enrolled in online banking?

Visit your branch or call 1.800.665.5728 to request a copy of your statement.

How will I see my bank statements?

All physical statements will be held with our service provider until services are restored. eStatements are also available in online banking. If you need help finding your eStatements please contact us or visit a branch.

What is an eStatement?

An eStatement is a digital copy of your statement, which can be viewed, downloaded or printed off your online banking.

I'm expecting a new/replacement debit card. What should I do?

Visit your nearest branch to receive a new debit card