

FREQUENTLY ASKED QUESTIONS - NEW HOURS**Q What are the hours of service?**

A We are happy to announce we are opening our doors and expanding hours for face-to-face service as of Monday, April 4th. Cash services such as withdrawals, deposits, cashing cheques will be available face to face 9:30 – 3:00. Advisory services such as loan, investment and new account appointments will be offered by phone or in person Monday through Friday 8:00-5:00 pm PST and Saturday 8:00 to 3:00 pm PST. Click [here](#) for our branch and MSC hours.

Q When will the changes happen?

A Timelines have changed over the last year due to the pandemic; however we are happy to announce we have set a date of Monday, April 4th.

Q How will my banking needs be met?

A. Not to worry! We understand some of these changes may be new for you and that each member is unique with their own unique needs. We are committed to your needs and are here to help.

There are several ways to bank with us – in-person, by phone, ATMs, and self-serve. We have your back. Give us a call at 1.800.665.5728 and we'll get you started.

Q What will I be able to do at the branch between 3:00 and 4:30 if I can't see the tellers?

You'll be happy to know that even though cash services will be closed at 3:00, you will still have the opportunity between 3:00 and 4:30 to come in the branch and ask questions, book appointments, get advice, support and service for banking needs such as doing term deposits, help with online banking, ATM services, and accessing your safety deposit box.

Our members and their needs are important to us. If at any time you have a unique need, please reach out to us to see how we can support or accommodate you. As always, our Member Service Centre is also available six days a week at 1-800-665-5728.

Q How is this change better for members?

A Better for members means responding to how you want to do business with us. We'll continue to offer multiple ways for you to bank, easily and at your convenience – how you want and when you want, whether that's face-to-face in a branch, through self-serve channels or over the phone.

Many members are enjoying the flexibility and convenience our [Member Service Centre](#) offers. We'll ensure we have plenty of staff available to respond to the increasing number of calls and requests from those of you wishing to do your banking by phone.

There is no doubt members' banking behaviours are changing. What's not changing is our commitment to offering you choice and trusted advice to assist you with your financial goals.

Q Why did you reduce days of operation in some locations and teller service hours in all locations?

A Branch transaction volume trends have been monitored over the last few years and we have seen a decreasing trend. In addition, several alternate ways to bank have been added over the last few years. We are pleased to continue to offer a combination of in person and self-serve options to suit the best fit for each member.

Q What do you mean by Advisory Services and how do we access them?

A Advisory services are those times when you may be looking for advice and require an appointment to meet with one of our Trusted Advisors, such as opening an account, applying for a loan or needing to know about investments. As of April 4th, you choose what is best for you – in person or by phone.

Q What are Cash Services and how do we access them?

A Cash services are routine transactions such as withdrawing and depositing money, transferring funds and paying bills. These are the types of transactions you can visit a branch to do with a Member Service Advisor (teller), online or by phone. Beginning in April, these services will be available in branch between the hours of 9:30 am to 3:00 pm.

Q You keep talking about your self-serve options. I've never tried online banking or used your ATM before and don't know much about it. Where can I get help?

A If you haven't yet tried any of our convenient, secure, and easy to use self-serve options, we recommend you call our Member Service Centre at 1.800.665.5728 or visit a branch and one of our helpful advisors can get you started.