

Important Timelines: Friday, April 4 to Monday, April 7*

East Coast Credit Union is excited to share that we will be upgrading our online, mobile, and in-branch banking systems. We want to make sure this transition is as seamless as possible for you; however, there will be a temporary service interruption that will impact your access to your online, mobile, and telephone banking services.

Please review the upgrade schedule below, including anticipated member impacts and support resources.

DATE	SERVICE	IMPACT
Thursday, April 3	<i>Interac</i> e-Transfer® Autodeposit	Autodeposit will be turned off and all <i>Interac</i> e-Transfers® will need to be manually accepted starting at 7 PM AST Thursday, April 3.
Friday, April 4	Online, Mobile and Telephone Banking	Online, Mobile (including <i>Interac</i> e-Transfer®) and Telephone banking will be unavailable starting at 5 PM AST Friday, April 4.
	Debit & Debit Mastercard® (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	All branches will be closing early at 3 PM AST on Friday, April 4.
	Virtual Branch	The Virtual Branch will be closing early at 4 PM AST on Friday, April 4.
Saturday, April 5 AND Sunday, April 6	Online, Mobile and Telephone Banking	Online, Mobile (including <i>Interac</i> e-Transfer®) and Telephone banking will be unavailable on Saturday, April 5 and Sunday, April 6.
	Debit & Debit Mastercard (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, April 7	Online and Mobile	Online and Mobile banking access will be restored on Monday, April 7.
	<i>Interac</i> e-Transfer®	<i>Interac</i> e-Transfer® will be unavailable in Online and Mobile banking on Monday, April 7.
	Telephone Banking	Telephone banking access will be unavailable until you receive your new account number from online banking or by contacting your branch. If you experience any issues accessing telephone banking, please call your branch.
	Branches	Branches will be open regular hours on Monday.
	Virtual Branch	The Virtual Branch will be available regular hours on Monday.
	After Hours Support	After hours technical support will be available by calling 1-888-273-3488.
Tuesday, April 8	<i>Interac</i> e-Transfer®	<i>Interac</i> e-Transfer® will be restored on Tuesday, April 8.

*Please note that the scheduled date of systems upgrades is subject to change. In the event of a change, we will provide notification through various communication channels, such as email, online banking, and social media.