

Important Timelines: Friday, April 25 to Monday, April 28*

East Coast Credit Union, formerly Provincial Government Employees 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 24	<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 24.
Friday, April 25	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 25.
	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.
	Branch	The Branch will be closing early at 3 PM AST on Friday, April 25.
	Virtual Branch	The Virtual Branch will be available between 9 AM – 4 PM AST on Friday, April 25.
Saturday, April 26 AND Sunday, April 27	Online, Mobile and Telephone Banking	Online, Mobile (including <i>Interac</i> e-Transfer®) and Telephone banking will be unavailable on Saturday, April 26 and Sunday, April 27.
	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.
	Branch	The Branch 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 28	Online and Mobile	Online and Mobile banking access will be restored on Monday, April 28.
	<i>Interac</i> e-Transfer®	<i>Interac</i> e-Transfer® will be unavailable in Online and Mobile banking on Monday, April 28.
	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.
	Branch	The Branch will be open regular hours on Monday, April 28.
	Virtual Branch	The Virtual Branch will be available regular hours on Monday, April 28.
	After Hours Support	After hours technical support will be available by calling 1-888-273-3488.
Tuesday, April 29	<i>Interac</i> e-Transfer®	<i>Interac</i> e-Transfer® will be restored on Tuesday, April 29.
*Please note that the scheduled date of system 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.		