



Notice to Members – Canada Post Service Disruption

Due to a Canada Post service disruption, there may be potential delays in the delivery of East Coast Credit Union documents such as renewal cards, investment and credit card statements. East Coast Credit Union has no control over the duration of this service disruption.

We want to ensure that all members receive their important documents in a timely manner. If your card is expiring soon, we encourage you to visit your nearest branch to request a replacement card. This will help ensure you are not inconvenienced by any potential delays.

If you are out of province, we suggest you contact our [Virtual Branch](#) to discuss alternative solutions. We will review courier requests on a case-by-case basis to ensure a smooth experience for you.

Remember it's important that you continue to make your required payments to keep your accounts in good standing.

To help manage your accounts more easily, we recommend you register for our digital banking services and sign up for eStatements, which will give you instant access to your important East Coast Credit Union documents.

You can sign up for online and mobile banking by following the steps on our website's [Digital and Mobile page](#). Once you have completed your online banking setup, you can set up e-statement access in the online banking platform.

Additionally, we encourage you to set up Pre-Authorized Debits and/or make Direct Deposit arrangements to ensure your payments are processed smoothly during this service disruption.

[How to set up Direct Deposit/ Pre-Authorized Debits.](#)

Members who need assistance can contact us at 1-866-230-7700, email eastcoast@creditunion.ca, or visit us at any of our [branch locations](#).