

Important Dates to Remember



**Prior to August 7:
Service and availability as usual**

Prior to the transition, we recommend you take the following actions, if they apply to you:

- 1. Bill payments and E-transfers that may be scheduled during the transition:**
 - **Bill payments:** Complete any bill payments prior to the transition or re-schedule for after.
 - **E-transfers:** Re-schedule planned e-transfers for either before or after the transition.
 - Pending e-transfers will not be visible online as of the transition.
 - **Please be mindful** of government payments or deposits (i.e., Employment Insurance, Canada Revenue Agency, etc.) and plan to work around the transition days. This includes any scheduled Me-to-Me transfers.
- 2. Payment Requests:** Cancel pending Payment Requests. Re-send any requests after the transition.
- 3. AutoDeposit and Payment Request features (for Interac e-transfers)** will not carry over during the transition so keep a record of any email addresses or details you will need to re-register for these features.

- 4. E-notifications:** (This is visible in your online profile.) The e-notification posted to your online profile will contain your new Login Number and Temporary Password. This will be required the first time you log in after the transition. **Save this information.**

Remember: You can only access your e-notification by desktop computer, not phone app.

- 5. Epost:** If you wish to continue using Epost, Canada Post's system for bill payments, you must re-register for Epost after the transition. Preserve the information stored on your profile if you plan to re-register.
- 6. Quickview:** Disable Quickview prior to the transition and clear the cache in your browser. You will have to reset Quickview after. Contact Member Connect if you need assistance.



**August 7–10:
Service and availability changes**

Branch Hours

Branches will close at 4:00 p.m. on Friday, August 7 through Monday, August 10. Check our "Find a Branch" webpage on duca.com for any new developments on hours.

Member Connect Hours (1.866.900.3822)

Member Connect will be open during its regular hours to take your calls and answer questions. In addition, they will be open Sunday, August 9 from 9:30 a.m. to 4:30 p.m. Member Connect will not be able to access your account during the transition.

DUCA ATMs

DUCA's ATMs will be operational during the transition:

- **Withdrawals:** Usual limits in place
- **Deposits** can be collected by ATM but will not appear in the account until after the transition.
- **Balances** will not be visible during the transition.

ATMs on THE EXCHANGE Network

ATMs on THE EXCHANGE network will be available as usual during the transition with the usual services in place.

Online Banking

Members will not be able to log in to their online accounts throughout the transition.

Mobile (SmartPhone) Banking

DUCA's mobile banking app will not be available over the transition.

Pre-authorized EFTs, Wires, E-transfers, and E-deposits

Reschedule any transfers or bill payments previously scheduled to take place during this time.



**On August 11 and after:
Service and availability as usual**

We expect a seamless system transition. However, you may wish to do the following:

- 1. If you need to, log in to your online account.**
 - Log in for the first time **at a desktop**.
 - Use the credentials found within the e-notification stored in your online profile.
 - Change your password.
- 2. Re-register for AutoDeposit and Payment Requests.**
(To send or receive funds by Interac e-transfer)
- 3. Reset "Quickview" and "Memorized Accounts,"** if you wish. Call Member Connect if you need assistance.
- 4. For Telephone Banking,** call Member Connect for new phone-in credentials.
- 5. For new Direct Deposit instructions involving a third-party,** ensure you confirm your new number first by contacting DUCA.
- 6. When re-ordering cheques,** do so through a DUCA branch or through Member Connect to ensure your chequing number is accurately captured on your new cheques.