

West Vancouver Branch Closure

Join us for a discussion

We're combining our West Vancouver branch with our North Vancouver location

Effective end-of-day Friday, September 10, 2021, Coast Capital's West Vancouver location will be closing to amalgamate with our North Vancouver branch located at #140 - 845 Marine Drive, North Vancouver. We will continue to serve members from our North Vancouver branch, through our other locations and through our extensive range of online, phone and mobile services.

Why is Coast Capital closing its West Vancouver branch?

Coast Capital continually assesses ways we can accommodate how, when and where our members want to bank. While our organization remains financially healthy and stable, we feel this is the right business decision to make at this time as we have seen a significant decline in transactions at the West Vancouver location over the last several years as members' banking habits have evolved. We feel as a member-owned company that it is the right business decision to consolidate locations and serve members from our North Vancouver location.

Is this closure related to economic challenges due to COVID-19?

No. Coast Capital continues to be a healthy and stable credit union, and we are well positioned to withstand this challenging economic environment.

Will Coast Capital be closing other locations?

We are always focused on growing our business and organization. Sometimes that involves expanding and opening new branches (like North Road in Burnaby in 2020), investing in current locations (like Ocean Park in South Surrey, and Tillicum and Shelbourne in Victoria), and other times it means making decisions to consolidate and strengthen other locations. However, all decisions are made on a case-by-case basis with the intent to support continued growth.

Will I have the option to move to a different branch other than the North Vancouver branch?

Yes. If you wish to have another branch designated as your home branch, we'll support you through the transition.

What will members have to do to prepare for the branch's closure?

There is no action required by you. All existing memberships, debit cards, and preauthorized withdrawals or deposits will remain the same. Unless otherwise requested accounts will be transferred to the North Vancouver branch effective end-of-day Friday, September 10, 2021.

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What will happen with the safety deposit boxes?

Safety deposit boxes will be safely and securely relocated to our Georgia Street branch at 1075 West Georgia, Vancouver.

I would like to move my safety deposit box to another Coast Capital branch. What arrangements do I need to make?

If you would like to move your safety deposit box to another Coast Capital branch more convenient to you, please book an appointment with the West Vancouver branch before September 8, 2021.

How do I participate in the town hall?

To address any questions or concerns you may have, we will be hosting a virtual town hall on **Wednesday, May 26 (6pm – 7pm PST)** through Zoom (accessible by phone or computer).

To participate in the virtual town hall call in or log into Zoom just before 6 pm PST through one of the following options:

From your telephone landline or mobile device dial

- +1 778 907 2071 (Local Vancouver)
- +1 647 558 0588 (Metro Toronto)
- Enter the meeting **ID number 943 4277 8205** when prompted using your dial pad.

Helpful keypad commands

- *9 – Ask a Question
- *6 – Mute/unmute your own line

From your computer

Please note your computer must be equipped with a microphone or headset if you wish to talk to us during the town hall.

- Open Web Browser. (Note: Zoom **is not supported** by Internet Explorer)
- Go to the link <https://zoom.us/jc/join/94342778205?pwd=&tk=>
- Enter your Name, and check the “I am not a robot” tick box
- If prompted, follow instructions for security verification and click “Verify”
- Click “Join”
- When prompted - Select ‘Audio from Computer’ or ‘Computer Audio’ rather than ‘Join via Cellphone’. This will start the audio for the call.

Please note that you will be automatically placed on mute while you are waiting for the call to start.

Who can answer questions I have now?

Our West Vancouver and North Vancouver teams are all available to answer any questions you may have.