



Blundell Branch Closure Member Fact Sheet

How do I participate in the town hall?

To participate in the virtual town hall, call in or log into Zoom on Thursday, October 28, 2021 just before 6pm PST through your computer or phone (see other side):

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 Chrome. (Note: Zoom is not supported by Internet Explorer)
- Visit the URL: shorturl.at/gstzA
- Enter your meeting ID **984 2561 3145**
- Enter passcode **794241**
- Click 'Join'
- When prompted - Select 'Audio from Computer' or 'Computer Audio' rather than 'Join via Cellphone'. This will start the audio for the call.

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We're combining our Blundell branch with our Richmond Centre location.

Effective end-of-day Friday, March 4, 2022, Coast Capital's Blundell location will be closing to amalgamate with our nearby Richmond Centre branch located at 6253 No. 3 Rd. We will continue to serve members from our Richmond Centre branch, our other locations and through our extensive range of online, phone and mobile services.

Why is Coast Capital closing its Blundell branch?

Closing a branch is always a difficult decision, especially one with a long history like Blundell. While our organization remains financially healthy and stable, there has been a significant decline in transactions at this particular location over the last several years as members' banking habits have evolved. Richmond has multiple branches serving the same area, and as a member-owned company, we feel it is the right business decision to consolidate locations.

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), invest in current locations (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 Richmond Centre branch?

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



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From your telephone landline or mobile device dial:

- Dial +1 778-907-2071
- Enter the meeting ID number **984 2561 3145** when prompted using your dial pad.
- When asked for participant ID number – **press #** (pound button)
- Enter passcode **794241**

Helpful keypad commands:

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

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

There is no action required by you. Your existing memberships, cheques and preauthorized withdrawals and deposits will continue to be processed as usual. For administrative purposes, your membership and account transit numbers will be linked to our Richmond Centre branch, but feel free to use any of our locations as your home branch.

What will happen with the safety deposit boxes?

If you have a safety deposit box, it will be safely and securely relocated to a vault at our Richmond Centre branch. Due to reduced vault capacity at the new location, we must amalgamate some of the safety deposit box inventory.

Our staff may contact you and ask that you visit the branch before Saturday, January 29, 2022 and move your box to a different section of the inventory within the current Blundell branch.

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

If you need to access your safety deposit box before it is relocated, or want to move it to a branch more convenient to you, please speak with any member of the Blundell team on your next visit, or call the branch directly at 604-288-3356 to book an appointment.

Who can answer questions I have now?

If you cannot make the town hall and would like to speak with someone, our Blundell and Richmond Centre teams are available to answer any questions you have. Our Advice Centre staff are also available at 1.888.517.7000 (toll-free) Monday-Saturday, 8am - 8pm and Sunday, 9am - 5:30pm.