



Yaletown Branch Update Member Fact Sheet

Join us for a discussion
on changes to our
Yaletown branch.

Join us virtually through your phone
or computer on **Wednesday,
January 12, 2022 at 6:00 pm PST.**

**From your telephone landline
or mobile device call:**

- +1.778.907.2071 (Local Vancouver)
- +1.647.558.0588 (Metro Toronto)
- Enter the meeting ID number **953 1704 9452** when prompted using your dial pad.
- Enter passcode **430230**

Helpful keypad commands:

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

Continued on next page

An important update on our Yaletown branch.

At the beginning of COVID-19 we temporarily discontinued teller services at our Yaletown branch to focus on advice conversations with our members. Over the past year and a half this has proven to work well, and we have made the decision to continue operating the branch without teller service moving forward. We've added answers to some of our top FAQs below.

Why are teller services discontinued at the Yaletown branch?

Our members' are doing more and more of their day-to-day banking transactions online or through an ATM, however, they continue to want in-person service that provides clear, simple and personalized advice and financial solutions to help them achieve their goals.

To focus on providing you with face-to-face and deeper advice-based conversations, we have made the decision to continue operating the branch without teller services moving forward. All decisions regarding branch changes are made on a case-by-case basis with the intent to support your financial well-being.

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.

What services can I receive at the Yaletown branch now that it doesn't have tellers?

You can make an appointment for in-person advice conversations, including your annual MoneyChat, retirement and investment planning, and loan and mortgage applications. If you need to access any teller services or complete any day-to-day cash transactions these can be done at the ATM or by visiting a nearby full-service location.



Join us for a discussion on changes to our Yaletown branch.

Continued from first page

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 shorturl.at/cerBU
- 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’
- Enter the meeting ID number **953 1704 9452**
- Enter passcode **430230**
- When prompted - Select ‘Audio from Computer’ or ‘Computer Audio’ rather than ‘Join via Cellphone’. This will start the audio for the call
- You will be automatically placed on mute while you are waiting for the call to start

Note: this meeting will be recorded for record-keeping purposes.

What banking can I do at the ATM?

Our ATMs can be used to complete cash withdrawals, transfer funds, check your balance, and deposit funds.

Will Coast Capital make changes to other locations?

We are always focused on growing responsibly. Sometimes that involves expanding and opening new branches (like North Road in Burnaby), investing in current locations (like Semiahmoo in Surrey, and Tillicum, Colwood 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.

Who can answer questions I have?

Our Yaletown team and Advice Centre staff are here to answer any questions you have about these changes. To reach our Advice Centre call 1.888.517.7000 (toll-free) Mon-Sat, 8am - 8pm and Sun, 9am - 5:30pm. We will also be hosting a virtual Town Hall on **Wednesday, January 12, 2022 at 6:00 pm PST.**