



Fort Langley Branch Closure Member Fact Sheet

How do I participate in the Town Hall?

You're invited to a virtual town hall on **Wednesday, March 2, 2022 at 6:00 pm PST** to discuss the branch's closure.

You can participate in the meeting from your phone or computer.

From your telephone landline or mobile device:

- Dial +1.778.907.2071
- Enter the meeting ID number **960 2099 4275** when prompted using your dial pad.
- Enter passcode **285735**

Helpful keypad commands:

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

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We're combining our Fort Langley branch with our Walnut Grove location.

Effective end-of-day on **Friday, July 15, 2022**, Coast Capital's Fort Langley location will be combined with the Walnut Grove branch. This includes moving the accounts, services and safety deposit boxes at Fort Langley to our Walnut Grove location.

Until then, the branch will continue to be open for appointments for advice conversations only. The teller services that were paused earlier in the pandemic will not resume. We've added answers to some of our top FAQs below.

Why is Coast closing the Fort Langley branch?

Closing a branch is always a difficult decision. 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. Langley has two branches serving the same area, and as a member-owned company, we feel it is the right business decision to consolidate locations.

Why is Coast not bringing back teller services to Fort Langley until its closure?

Over the last several years, members' banking habits at Fort Langley have been evolving. We have seen a significant decline in transaction activity in the branch as members are now doing more and more of their day-to-day banking online, through mobile devices and at ATMs. However, members continue to want and need services to help them with improving their financial well-being, and as such we are focusing the branch staff to provide appointments for in-person advice conversations, including annual MoneyChat, retirement and investment planning, and loan and mortgage applications.

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

As an advice-only branch, 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.



How do I participate in the Town Hall?

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 <https://bit.ly/FLTownHall>
- 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 **960 2099 4275** when prompted using your dial pad.
- Enter passcode **285735**
- 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.

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 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 combine and strengthen other locations. However, all decisions are made on a case-by-case basis with the intent to support continued growth.

What will happen with the safety deposit boxes?

If you have a safety deposit box, it will be safely and securely relocated to our Walnut Grove branch. Due to reduced vault capacity at Walnut Grove, we must combine some of the safety deposit box inventory. Our staff may contact you to move your box to a different section of the inventory within the Fort Langley vault before it is relocated to Walnut Grove. If you need to access your safety deposit box before it is relocated or want to move it to a Coast Capital branch more convenient to you, please contact our Advice Centre to book an appointment with the branch.

Who can answer questions I have now?

Our Fort Langley 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, 8:00 am – 8:00 pm and Sun, 9:00 am – 5:30 pm PST.

We will also be holding a virtual Town Hall on **Wednesday, March 2, 2022 at 6:00 pm PST.**