



Admirals Walk Branch Closure Member Fact Sheet

How do I participate in the Town Hall?

You're invited to a virtual town hall on **Wednesday, January 19, 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 **978 8420 6940** when prompted using your dial pad.
- Enter passcode **110520**

Helpful keypad commands:

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

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We're combining our Admirals Walk branch with our Tillicum location.

Effective end-of-day on **Wednesday, November 30, 2022**, Coast Capital's Admirals Walk Branch location will be combined with the Tillicum branch. 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. Safety deposit boxes will be safely and securely relocated to our Tillicum branch.

Why is Coast closing the Admirals Walk 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. Victoria has multiple branches serving the same area, 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 Admirals Walk until its closure?

Over the last several years, members' banking habits at Admirals Walk 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?

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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)
- Visit the URL: **shorturl.at/qxyP2**
- 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 **978 8420 6940**
- Enter passcode **110520**
- 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 Tillicum, Colwood and Shelbourne in Victoria and Semiahmoo in Surrey), 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 one of our other nearby branches. More details on the move of safety deposit boxes will be shared with affected members in early 2022.

Who can answer questions I have now?

Our Admirals Walk 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 holding a virtual Town Hall on **Wednesday, January 19, 2022 at 6:00 pm PST.**