



## Time for a change

March 17, 2009

### Changes Shaunavon Credit Union members will notice following implementation of our new banking system

#### Accessing MemberDirect online banking

- You will have to re-set your MemberDirect bookmarks. Bookmark [www.shaunavoncu.sk.ca](http://www.shaunavoncu.sk.ca) to access MemberDirect directly from the home page.
- Memorized accounts will need to be reset.
- New Personal Access Codes (PACs) will be required this first time you log in:
  - Personal Account PACs: 4 + the last four digits of your Social Insurance Number (i.e. 45432)
    - If you do not have a Social Insurance Number, your PAC will be 4+ your birth date in the format of MM DD (i.e. for someone born on July 1 the PAC would be 40701)
  - Business Account PACs: 4 + the last four digits of your Account Number (i.e. 45432)
- You will then be prompted to change your Personal Access Code.

#### Information Displayed

- Account Summary descriptions will change.
- Accounts will be grouped by product type (chequing, savings, loans, etc.) making it easier to view all product information at one time.
- Only transaction history from March 13<sup>th</sup> onward will be attainable via MemberDirect or TeleService. If you require detailed account history information prior to March 13<sup>th</sup>, Please refer to your statements or contact your branch.
- Your sub-account numbers will change (for example, if you have Consumer Loan 013 it may now display as Consumer Loan 00701).
- Post conversion you may need to re-establish your e-post accounts.
- After March 14, you may be temporarily unable to process or view scheduled transfers to "Another Member" account. Such accounts are those that you are not an owner of, but for which you have Transfer privileges. Our staff will be working to recreate this ability for you as soon as possible after our conversion.

*The "transfer to another member number" accounts will display differently than they do today (for example, if you have a transfer set up to Maximizer account #1012345, it would now display as Maximizer 101 555).*
- **NEW FEATURE** – you can create reoccurring scheduled bill payments. Set the payment up and know that it's always made on time.
- **NEW FEATURE** – you can re-name your chequing and saving deposit accounts by clicking on the "My Profile" tab.

## Accessing Telephone banking

- New Personal Access Codes will be required.
  - Personal Account PACs: 4 + the last four digits of your Social Insurance Number (i.e. 45432)
    - If you do not have a Social Insurance Number, your PAC will be 4+ your birth date in the format of MM DD (i.e. for someone born on July 1 the PAC would be 40701)
  - Business Account PACs: 4 + the last four digits of your Account Number (i.e. 45432)
- Only transaction history from March 13<sup>th</sup> onward will be attainable via MemberDirect or TeleService. If you require detailed account history information prior to March 13<sup>th</sup>, Please refer to your statements or contact your branch.
- Your sub-account numbers will change (for example, if you have Consumer Loan 013 it may now display as Consumer Loan 00701).

## How will your account statement be affected?

- You will receive a statement showing all of your account history prior to our conversion
- After we convert to our new banking system, statements will have a new look and may not have all the detail that was presented in the past. You are encouraged to keep detailed records of financial transactions on your accounts.

## Support

Shaunavon Credit Union staff has spent the last several months training on the new banking system and are here to answer any questions you may have.



Admiral 297-6367  
Bracken 293-2134  
Shaunavon 297-2635  
Val Marie 298-2010  
  
Toll Free 1-800-667-0068

