

Important Timelines: Friday, October 18 to Monday, October 21*

Princess Credit Union is excited to share that we will be upgrading our online, mobile, and in-branch banking systems. We want to make sure this transition is as seamless as possible for you; however, there will be a temporary service interruption that will impact your access to your online, mobile, and telephone banking services.

Please review the upgrade schedule below, including anticipated member impacts and support resources.

DATE	SERVICE	IMPACT
Thursday, October 17	<i>Interac</i> e-Transfer® Autodeposit	Autodeposit will be turned off and all <i>Interac</i> e-Transfers® will need to be manually accepted starting at 7 PM AST Thursday, October 17.
Friday, October 18	Online, Mobile and Telephone Banking	Online, Mobile (including <i>Interac</i> e-Transfer®) and Telephone banking will be temporarily unavailable starting at 5 PM AST Friday, October 18.
	Debit Cards (Point of Sale & ATM)	There will be no impact to debit card services, you may continue transacting with your debit card at merchants and automated teller machines (ATMs).
	Branches	All branches will be open regular hours on Friday, October 18.
	After Hours Support	After hours technical support will be available by calling 1-888-273-3488.
Saturday, October 19 AND Sunday, October 20	Online, Mobile and Telephone Banking	Online, Mobile (including <i>Interac</i> e-Transfer®) and Telephone banking will be temporarily unavailable Saturday, October 19 and Sunday, October 20.
	Debit Cards (Point of Sale & ATM)	There will be no impact to debit card services, you may continue transacting with your debit card at merchants and automated teller machines (ATM's).
	Branches	Branches will be closed as per our normal business hours.
	After Hours Support	After hours technical support will be available by calling 1-888-273-3488.
Monday, October 21	Online and Mobile Banking	Online and Mobile banking systems will be available on Monday, October 21.
	<i>Interac</i> e-Transfer®	<i>Interac</i> e-Transfer® will be temporarily unavailable in Online and Mobile banking on Monday, October 21.
	Telephone Banking	Telephone banking access will be unavailable until you obtain your new account number(s) from online banking or by contacting your branch. If you experience any issues accessing telephone banking, please call your branch.
	Branches	Branches will be open regular hours.
	After Hours Support	After hours technical support will be available by calling 1-888-273-3488.
Tuesday, October 22	<i>Interac</i> e-Transfer®	<i>Interac</i> e-Transfer® will be available on Tuesday, October 22.

*Please note that the scheduled date of systems upgrades is subject to change. In the event of a change, we will provide notification through various communication channels, such as email, online banking, and social media.