Revelstoke and Osoyoos members:
Your guide to Cascadia's banking system integration.

From April 17 to 20, our founding credit union banking systems will merge into a single Cascadia banking system. During this time, many of your banking services will be unavailable or limited.

This guide outlines what to expect during the downtime, how you may want to prepare ahead of time, and what will look different once the new system is live on April 20.

Before Integration Weekend

What's Changing	Date	What this means	What you may want to do
Interac e-Transfer Service Interuption	April 14 – 4:00 p.m.	Sending e-Transfers will pause until April 20.	Send any urgent e-Transfers before 4:00pm on April 14.
	April 15 – 4:00 p.m.	Receiving and requesting e-Transfers will pause until April 20.	Plan to receive or request e-Transfers before 4:00pm on April 15.
	April 16 – 4:00 p.m.	Pending e-Transfers will be cancelled without notification.	Ask senders to resend eTransfers after April 20.

! Saved Interac e-Transfer profiles and contacts will not carry over to the new system. You may want to take screenshots or write this information down so you can add it again after April 20.

Integration Weekend - Systems down from April 17-20

What's Changing	Date	What this means	What you may want to do
Online Banking unavailable	April 17 – 20	Members will not be able to login to online banking from April 17 at 5:00pm to Monday April 20 at 9:00am.	Plan ahead for banking needs.
Mobile Banking	April 17 – 20	Mobile app unavailable.	Plan ahead for banking needs.
ATMs/Debit Cards will have service limitations	April 17 – 20	ATM withdrawal/debit purchases will have service limitations from the evening of April 17 until the morning of April 20.	Plan your cash/large purchases in advance. Withdraw extra if needed.
Bill Payments processing paused	April 17 – 20	You will be unable to process new bill payments from April 17 at 5:00pm until April 20 at 9:00am.	Pay any urgent bills before April 17. Check recurring/ scheduled payments on April 20.

Cascadia CREDIT UNION

After banking system integration weekend (April 20, 2026)

What's Changing	What this means	What you'll need to do
New login process	You will log in using your debit card number instead of your member number.	Use your debit card number to login. If you don't know your debit card number, contact your branch before April 17.
2-step verification reset	You will need to set up 2-step verification again the first time you log in.	Follow the prompts when you log in to set it up again.
CRA payment history	Your CRA payment history in online banking will not transfer to the new system.	Login to the CRA website to access your CRA history.
New mobile banking app	Legacy OCU/Revelstoke Credit Union apps will no longer work.	Delete the old app and download the new mobile app.
Interac e-Transfer contacts and settings	Your saved e-Transfer contacts and Autodeposit settings will not transfer to the new system.	Add your contacts again and set up Autodeposit.
Member and account numbers	You will see new member and account numbers in online banking and on your monthly statements.	No action required.
Viewing Collabria credit card balances	Collabria credit card balances will no longer appear in online banking for Revelstoke members.	You can use Collabria Cardwise to view your credit card balance.
Account alerts	Account alerts are now available for Revelstoke and Osoyoos members.	If you'd like to receive alerts about account activity, you can sign up for this feature in online banking.

We're here to help!

Have questions about these changes? Reach out anytime. Our team is here to make the transition as smooth as possible.

📞 **Local branch support:**
- Osoyoos: 250-495-6522
- Revelstoke: 250-837-6291

📞 **After hours support:** 1 (888) 223-8158

@ **contact@cascadiacu.com**

📍 **Stop by your local branch**

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For up-to-date information:
cascadiacu.com/plan-ahead