

Revelstoke and Osoyoos members:

Your guide to Cascadia's banking system integration.

From July 10–12, our founding credit union banking systems will come together into one unified Cascadia banking system. As we prepare for this transition, many banking services will be temporarily unavailable or limited during integration weekend and, for some services, in the days leading up to it.

This guide outlines what to expect and how you may want to prepare ahead of time, and what will look different once the new system is live on July 13.

Plan Ahead for
Service
Interruptions:
July 7-12

Online banking
will look
different when
systems return.

Important: e-Transfer interruptions begin July 7

What's Changing	Date	What this means	How to prepare
Interac e-Transfer Service Interruption	Tuesday July 7- 4PM	You won't be able to send e-Transfers between July 7 and July 12.	Send any urgent e-Transfers before 4:00pm on July 7.
	Wednesday July 8-4PM	You won't be able to receive, or cancel e-Transfers between July 8 and July 12. Contacts won't carry over.	Plan to receive or request e-Transfers and record contacts before 4:00pm on July 8.
	Thursday July 9-4PM	Pending e-Transfers will be cancelled without notification.	Ask senders to resend e-Transfers after July 12.



Saved Interac e-Transfer profiles and contacts **will not carry over to the new system**. Take screenshots or write this information down **before July 8** so you can add them again beginning July 13.

Integration Weekend - Systems down from July 10-12

What's Changing	Date	What this means	How to prepare
Online Banking unavailable	July 10, 5PM - July 12	Members will not be able to log in to online banking from July 10 to Monday July 13 at 9:00am.	Plan ahead for banking needs.
Mobile Banking	July 10-12	Mobile app unavailable.	Plan ahead for banking needs.
ATMs/Debit Cards will have reduced limits	July 10-12	ATM withdrawal/debit purchases will have reduced limits from July 10 until the morning of July 13.	Plan your cash/large purchases in advance. Withdraw extra if needed.
Bill Payments processing paused	July 10-12	You will be unable to process new bill payments from July 10 at 5:00pm until July 13 at 9:00am.	Pay any urgent bills before July 10. Check recurring/ scheduled payments on July 13.

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After banking system integration weekend (July 13, 2026)

For personal and business members

What's Changing	What this means	What you'll need to do
New Log in process	You will log in using your debit card number (Personal Access Number) instead of your member number.	<ul style="list-style-type: none">• Use your debit card number and your existing password to Log in.• If you don't know your debit card number, contact us before July 10 or after July 12.
2-step verification	You will need to set up 2-step verification the first time you log in.	Follow the prompts when you log in to set it up again.
CRA history	Your CRA payment history and forms in online banking will not transfer to the new system.	Log in to the CRA website to access your CRA history.
New mobile banking app	Legacy OCU/RCU apps will no longer work.	Delete the old app and download the new Cascadia Credit Union 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. Direct deposits, automatic withdrawals, and cheques will not be affected by the change.
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 will now be 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.
Business Delegates	Business delegates will not be moved over to the new system	When you log in on July 13, you will need to re-add delegates via online banking.



Business Accounts: Re-add delegates starting July 13

Business delegates will not be moved over to the new system. When you log in on July 13, you will need to re-add delegates via online banking. Visit our website for instructions on how to add delegates: cascadiacu.com/plan-ahead

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.

- ☎ **Member Service Centre: 1-866-494-7181**
- ☎ **After hours tech support: 1-888-223-8158**
- @ **contact@cascadiacu.com**
- 📍 **Stop by your local branch**