

Your guide to Cascadia's banking system merge.

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 temporarily 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.

Take action and be aware of upcoming changes to your banking experience.

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 until 9:00am on Monday April 20.	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 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 5:00pm, April 17 until 9:00am, April 20.	Pay any urgent bills before April 17. Check recurring/ scheduled payments on April 20.
Contact Centre Hours Affected	April 18	Our contact centre will be closed on Saturday, April 18 th .	Our staff will be ready to help you on April 20 th at 9:00am.

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: [\(250\) 494-7181](tel:2504947181)
- 📞 Online banking support: [1 \(888\) 223-8158](tel:18882238158)
- @ contact@cascadiacu.com
- 📍 Stop by your local branch