

## Summerland members:

# Your guide to Cascadia's banking system integration.

From July 10-12 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 Summerland members can expect during the downtime and how you may want to prepare ahead of time.





**Plan Ahead  
for System  
Downtime:  
July 10-12**

## Integration Weekend Systems Down From July 10-12

What's Changing	Date	What this means	What you may want to do
<b>Online Banking unavailable</b>	July 10-12	Members will not be able to login to online banking from July 10 at 5:00pm to Monday July 13 at 9:00am.	Plan ahead for banking needs.
<b>Mobile App Unavailable</b>	July 10-12	Mobile app unavailable over the weekend.	Plan ahead for banking needs.
<b>ATMs/Debit Cards will have service limitations</b>	July 10-12	ATM withdrawal/debit purchases will have service limitations from July 10 until July 13 at 9:00am.	Plan your cash/large purchases in advance. Withdraw extra if needed.
<b>Bill Payments processing paused</b>	July 10-12	You will be unable to process new bill payments from 5:00pm, July 10 until 9:00am, July 13.	Pay any urgent bills before July 10. Check recurring/ scheduled payments on July 13.

## 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 support: 1 (888) 223-8158**
-  **contact@cascadiacu.com**
-  **Stop by your local branch**