

More Services!

...coming soon

Dear Member:

Earlier this year, DEECU made the decision to partner with PACE Credit Union to bring you, the valued members, a broader range of products and services. And with the upcoming conversion to PACE's data system on September 30, 2017, access to these services is close at hand.

Here's what you need to know....

- If you require any assistance, please reach out to our contact centre 1-877-588-7223, your home branch or any of the other 15 locations listed on our web site pacecu.com.
- You will be issued a CIF (Client Information File) number. In most cases this CIF number will be your current member number. Any accounts that you use will be given a full account number which will reside under your CIF. This differs slightly from your current member number with sub account system.
- After the data conversion, your statements will be available for you through on-line banking at pacecu.com. Post conversion, simply call our contact centre 1-877-588-7223 to be set up with on-line banking access. You can let our contact centre know if you would like to continue to receive a mailed statement as well.
- Your membership share was topped up by PACE to \$175.
- Account information prior to September 30, 2017 can be obtained through your branch in Whitby.
- Loan, Savings and Term Accounts will all be mapped to the new system in a similar product.

Here's what's new for you after September 30...

- Debit Cards
- Cheques (can be ordered on-line)
- On-line banking including Bill Payments
- Mobile banking with a world class app
- Interac e-transfers, pre-authorized transfers, me to me transfers
- Expanded lending – mortgages, higher lending limits
- Wealth management, business and insurance products and services

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At PACE, we appreciate the opportunity to continue DEECU's legacy of people helping people and we look forward to serving you in a way that is consistent with co-operative values.

Our conversion team's mission was to bring you onto the new data system with as little inconvenience to you as possible. However, we sincerely apologize for any inconvenience you may experience and appreciate your patience.

Sincerely,

A handwritten signature in black ink, appearing to read 'Dan Coldwell', written in a cursive style.

Dan Coldwell
Chief Marketing and Community Relations Officer