

March 31, 2021

### **We're combining our West Vancouver branch with our North Vancouver location**

Coast Capital is committed to providing our members with the best possible service. After a thorough review, Coast Capital has made the difficult decision to amalgamate our West Vancouver branch at 1702 Marine Drive with our nearby North Vancouver location at Unit #140 - 845 Marine Drive, North Vancouver. As a result, we will officially close the West Vancouver branch **effective end-of-day Friday, September 10, 2021.**

The West Vancouver branch is currently operating during the COVID-19 pandemic as an appointment-only branch out of an abundance of caution to keep our employees and members safe. To help you with the transition and assist you with your banking needs before its official closure, the branch will fully reopen on Tuesday, May 11, 2021, until its permanent closure on September 10, 2021. The branch will be able to help you Tuesday to Thursday 9:30 am - 5 pm, Friday 9:30 am - 6 pm, and Saturday 9:30 am - 3 pm.

Closing a branch is always a difficult decision. While our organization remains financially healthy and stable, we have seen a significant decline in transactions at the West Vancouver location over the last several years as members' banking habits have evolved. We feel as a member-owned company that it is the right business decision to consolidate locations.

### **Continuing to serve the North Shore**

All member accounts held at the West Vancouver location will be transferred to our North Vancouver branch located at Unit #140 - 845 Marine Drive, North Vancouver. The North Vancouver branch is open Tuesday to Thursday 9:30 am - 5 pm, Friday 9:30 am - 6 pm, and Saturday 9:30 am - 3 pm.

In addition to our North Vancouver branch, other nearby locations include our Georgia Street branch at 1075 West Georgia, Vancouver (open Monday to Friday 9:30 am - 5 pm) and our West Broadway location at 445 West Broadway, Vancouver (open Tuesday to Thursday 9:30 am - 5 pm, Friday 9:30 am - 6 pm, and Saturday 9:30 am - 3 pm). Our extensive range of online, phone and mobile services are also available at your fingertips. Visit our website, download our app, or call our Advice Centre at 1.888.517.7000 (toll-free).

### What you need to know

- **Your existing memberships**, cheques and preauthorized withdrawals and deposits will continue to be processed as they currently are. For administrative purposes, your membership and account transit numbers will be linked to our North Vancouver branch, but feel free to use any of our locations as your home branch.
- **If you receive statements or have a line of credit**, your monthly statement and line of credit payment due date will remain the same and no action is required at this time.
- **If you have a safety deposit box**, it will be safely and securely relocated to our Georgia Street branch at 1075 West Georgia, Vancouver. If you need to access your safety deposit box before it is relocated or want to move it to a Coast Capital branch more convenient to you, please contact the branch **before Wednesday, September 8, 2021**, at 604.288.3557 to book an appointment.
- **Do you use the Business Depository?** A Business Depository is available at our North Vancouver location, as well as all of our Mainland ATMs. Business Deposit debit cards are free and provide deposit-only access for businesses, as well as a receipt for each transaction. Ask us for more information.

### Hearing from you

To address any questions or concerns you may have, we will be hosting a virtual town hall on Zoom (accessible by phone and computer) on Wednesday, May 26 at 6 pm. The enclosed sheet provides details on how to participate in the town hall.

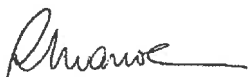
In addition, the Commissioner of the Financial Consumer Agency of Canada (FCAC) has the discretion to require Coast Capital to convene and hold a meeting between our representatives, representatives of FCAC, and interested parties within the vicinity of the branch to exchange views about the branch closure. You may contact the FCAC in writing:

6th Floor, Enterprise Building, 427 Laurier Ave. West, Ottawa, ON, K1R 1B9. FCAC can also be contacted by phone at 1.866.461.3222 or through its website at [www.fcac-acfc.gc.ca](http://www.fcac-acfc.gc.ca).

### Thank you for being a Coast Capital member

We look forward to continuing to provide you with trusted advice and assist you with your financial needs at our North Vancouver location. If you have any questions about the consolidation of our branches, please speak to any member of the West Vancouver team on your next visit or call me directly at 604.288.3103.

Sincerely,



Roxana Manolescu  
Branch Manager, West Vancouver/North Vancouver branches