

March 31, 2021

### **We're combining our Edmonds branch with our Metrotown 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 Edmonds branch at #103 - 7315 Edmonds Street, Burnaby with our nearby Metrotown location at #250 - 4820 Kingsway, Burnaby. As a result, we will officially close the Edmonds branch **effective end-of-day Friday, November 5, 2021.**

The Edmonds 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, July 6, 2021 until its permanent closure on Friday, November 5, 2021. The branch will be able to help you Tuesday to Thursday 9:30am - 5pm, Friday 9:30am - 6pm and Saturday 9:30am - 3pm.

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 Edmonds 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 Burnaby and New Westminster**

All member accounts held at the Edmonds location will be transferred to our Metrotown branch located at #250 - 4820 Kingsway, Burnaby. The Metrotown branch is open Tuesday to Thursday 9:30am - 5pm, Friday 9:30am - 6pm, and Saturday 9:30am - 3pm.

In addition to our Metrotown branch, other nearby locations include our North Road location at 3977 North Road, Burnaby, and our Queensborough location at #P200 - 805 Boyd Street, New Westminster. Both are open Tuesday to Thursday 9:30am - 5pm, Friday 9:30am - 6pm and Saturday 9:30am - 3pm. 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 Metrotown 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.
- **Do you use the Business Depository?** A Business Depository is available at our Metrotown 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**

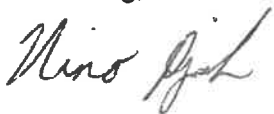
To address any questions or concerns you may have, we will be hosting a virtual town hall on Zoom (accessible by phone and computer) on Wednesday, June 23 at 6pm. The enclosed sheet provides details on how to participate in the town hall.

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 Metrotown location. If you have any questions about the consolidation of our branches, please speak to any member of the Edmonds team on your next visit or call me directly at 604.288.3503.

Sincerely,



Nino Djak  
Branch Manager, Edmonds branch

Enclosure