

Coast Capital Federal Credit Union
Blundell Branch
7960 No. 2 Road
Richmond BC V7C 3L9
www.coastcapitalsavings.com

October 8, 2021

[Full Name] [Last Name]
[Business Name]
[Address 1]
[Address 2]
[City] [Province] [Postal Code]
[Country]

We're combining our Blundell branch with our Richmond Centre location

Coast Capital is committed to providing our members with the best possible service. After a thorough review, we have made the decision to consolidate our Blundell branch at 7960 No. 2 Rd., Richmond with our nearby Richmond Centre location. As a result, we will officially close the Blundell location effective end-of-day **Friday, March 4, 2022**.

Closing a branch is always a difficult decision, especially one with a long history like Blundell. While our organization remains financially healthy and stable, there has been a significant decline in transactions at this particular location over the last several years as members' banking habits have evolved. Richmond has multiple branches serving the same area, and as a member-owned company, we feel it is the right business decision to consolidate locations.

Continuing to serve Richmond

Coast Capital is committed to our Blundell members and the Richmond community. All Blundell member accounts will be transferred to our Richmond Centre branch located at 6253 No. 3 Rd.

Other nearby locations include:

- Steveston branch (#100 - 3960 Chatham Street), which operates Tuesday - Saturday;
- Ironwood branch (1070 - 11660 Steveston Hwy), which operates Tuesday – Saturday; and
- Cambie branch (11911 Cambie Road), which operates Monday – Friday.

As well, our extensive range of online, phone and mobile services are 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 usual. For administrative purposes, your membership and account transit numbers will be linked to our Richmond Centre 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.
- If you currently use the Business Depository at Blundell, this service is also available at all of our Richmond branch 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.

Safety deposit boxes

If you have a safety deposit box, it will be safely and securely relocated to a vault at our Richmond Centre branch. Due to reduced vault capacity at the new location, we must amalgamate some of the safety deposit box inventory.

Our staff may contact you and ask that you visit the branch before **Wednesday, December 1, 2021** and move your box to a different section of the inventory within the current Blundell branch.

If you need to access your safety deposit box before it is relocated, or want to move it to a branch more convenient to you, please speak with any member of the Blundell team on your next visit or call the branch directly at 604-288-3356 to book an appointment.

Hearing from you

In addition to addressing your questions in person at the branch by calling our Advice Centre, we will be hosting a virtual town hall on **Thursday, October 28, 2021 at 6:00pm PST**. This option, accessible by phone or computer, provides members with a safe venue during the pandemic and for an opportunity to speak with our staff from the comfort of their home. The enclosed sheet provides easy step-by-step instructions for you to participate either by phone or through your computer.

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 Avenue 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.

Thank you for being a Coast Capital member

We look forward to continuing to provide you with trusted advice and assisting you with your financial needs at any of our neighbouring Richmond locations. If you have any questions about the consolidation of our branch, feel free to speak with any member of the Blundell team on your next visit.

Sincerely,



Courtney Roth
Director, Retail & Investments – Metro Vancouver

Enclosure