

Coast Capital Savings Federal Credit Union
Yaletown branch
120 Davie Street,
Vancouver, B.C. V6Z 2V4
www.coastcapitalsavings.com

October 28, 2021

[First Name] [Last Name]
[Address 1]
[Address 2]
[City], [Province] [Postal Code]
[Country]

An important update on our Yaletown branch

As you may be aware, at the beginning of COVID-19 we temporarily discontinued teller services at our Yaletown branch (located at 120 Davie Street, Vancouver) to focus on advice conversations with our members. Over the past year and a half this has proven to work well, and we have made the decision to continue operating the branch without teller services moving forward.

Our Yaletown branch will continue to be open by appointment for in-person advice conversations, including your annual MoneyChat, retirement and investment planning, and loan and mortgage applications. You can schedule an appointment at the branch through our Advice Centre, toll-free at 1.888.517.7000 (Monday to Saturday 8:00 am to 8:00 pm, Sunday 9:00 am to 5:30 pm PST).

If you previously completed day-to-day transactions at our Yaletown branch, we'd recommend you try our award-winning online, mobile, and phone banking services. Our Yaletown branch will also continue to have an ATM on premises, which can be used to complete cash withdrawals, transfer funds, check your balance, and deposit funds.

If you find that you still require in-person teller services, we'd recommend you visit our West Broadway or Georgia locations, which are a five and ten minute drive from our Yaletown branch respectively. In addition to these branches, as a member you also have complementary access to our 45 full-service branches across British Columbia and thousands of ATMs across Canada.

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We are here to connect with you

If you'd like to learn more about this change or have questions about getting started with online banking, our Advice Centre would be happy to answer your questions over the phone or make an appointment for you to visit a branch. We will also be hosting a virtual town hall on **Wednesday, January 12, 2022 at 6:00 pm PST**. We've enclosed instructions on how to participate in this session by phone or through your computer.

As this is a change to the services we provide, the Commissioner of the Financial Consumer Agency of Canada (FCAC) may 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 this change if:

1. You are affected by the change and submit a meeting request to the FCAC in writing; and
2. The request is not frivolous or vexatious, meaning the request has merit and is well intentioned; and
3. The FCAC determines more consultation with the community is needed.

You can contact the FCAC by phone (1-866-461-3222), online (www.fcac-acfc.gc.ca) or mail at:

6th Floor, Enterprise Building
427 Laurier Avenue West
Ottawa, ON, K1R 1B9

Our Yaletown team and Advice Centre are here to answer any questions you have about these changes; and of course, we'd be happy to schedule an in-person retirement planning and investment conversation ahead of this year's RRSP deadline on March 1, 2022. If you'd like to make an appointment to discuss the changes or your banking, please contact our Advice Centre toll-free at 1.888.517.7000 (Monday to Saturday 8:00 am to 8:00 pm, Sunday 9:00 am to 5:30 pm PST).

Sincerely,



Courtney Roth
Director, Retail & Investments – Metro Vancouver

Enclosure