

Coast Capital Federal Credit Union
Fort Langley branch
9140 Glover Road,
Fort Langley, B.C. V1M 2R6
www.coastcapitalsavings.com

October 29, 2021

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

An important update on our Fort Langley branch

Our members' banking preferences in the Fort Langley community have been changing over several years prior to COVID-19, and we have seen a significant decline of in-branch transactions as members are doing more and more of their day-to-day banking online, by phone or through an ATM.

Due to this shift in member behaviour, we will be consolidating the accounts and services at the Fort Langley branch with our nearby Walnut Grove location – resulting in the Fort Langley branch's closure effective end-of-day **Friday, July 15, 2022**. Until then, the branch will continue to be open for appointments for advice conversations. The teller services that were paused earlier in the pandemic will not resume.

Closing a branch is always a difficult decision, especially one with a long history like Fort Langley. While our organization remains financially healthy and stable, members' banking habits have evolved. North Langley has two branches serving the same area, and as a member-owned company, we feel it is the right business decision to consolidate locations and serve our members at our Walnut Grove location at 20991 - 88 Avenue in Langley, open Tuesday to Thursday 9:30 am - 5 pm, Friday 9:30 am - 6 pm, and Saturday 9:30 am - 3 pm.

What you need to know

- **In-person advice appointments** will continue to be provided at Fort Langley until its closure in July 2022. You can schedule an appointment to discuss your annual MoneyChat, retirement and investment planning, or loan and mortgage applications by calling our Advice Centre.
- **Your existing memberships**, cheques and preauthorized withdrawals and deposits will continue to be processed as usual following the branch consolidation. For administrative purposes, your membership and account transit numbers will be linked to our Walnut Grove 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 have a safety deposit box**, it will be safely and securely relocated to our Walnut Grove branch on July 15, 2022. Due to reduced vault capacity at Walnut Grove, we must amalgamate some of the safety deposit box inventory. Our staff may contact you to move your box to a different section of the inventory within the Fort Langley vault before it is relocated to Walnut Grove. 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 our Advice Centre to book an appointment with the branch.

- **If you use the Business Depository**, this service is also available at all of our Langley ATMs. Business Deposit debit cards are free and provide deposit-only access for businesses, as well as a receipt for each transaction.

Accessing teller services today

If you previously completed day-to-day transactions at our Fort Langley branch, we recommend you try our online, mobile, and phone banking services. Our Fort Langley branch will continue to have an ATM until July 2022, which can be used to complete cash withdrawals, transfer funds, check your balance, and deposit funds.

If you find you still require in-person teller services, we recommend you visit our Walnut Grove or Langley branches, which are a five- and ten-minute drive from our Fort Langley location 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.

We are here to connect with you

If you'd like to learn more about these changes, our teams at the Fort Langley, Walnut Grove and Advice Centre would be happy to answer your questions. You can drop by the Walnut Grove branch, call our Advice Centre, or make an appointment to visit the Fort Langley branch by calling 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).

We will also be hosting a virtual town hall on **Wednesday, January 26, 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 also 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 additional consultation is necessary to address concerns of individuals in the community.

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. Again, if you have any questions about these changes, please call 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,



Lisa Colangelo
Senior Vice President, Retail and Advice Centre

Enclosure