

Personal Member Impacts

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Personal Member Impacts

What are the impacts for personal members?

After we bring our systems together, you may notice some changes to how you bank. Behind the scenes, our teams are working carefully to make this transition as smooth and seamless as possible. If you have questions or need support at any point, we're here and ready to help.

Accounts

New Member Number

Each member is receiving a new single Member Number that will serve as your personal and unique identifier for in-branch, online, and mobile app banking. Your individual products and sub-accounts will be consolidated under your Member Number as "accounts".

You will receive your new Member Number about 3 weeks prior to the banking integration. We recommend that you write it down and keep it in a safe place, as you will need it for in-branch and Member Support Centre services, and to access online and mobile app banking.

Account Ownership and Sub Accounts

After banking integration, your individual products and sub-accounts will be consolidated under your Member Number. Any sub-accounts will be referred to as "accounts".

If You Currently Hold Copperfin and Northern Accounts

If you currently have memberships with both the former Copperfin Credit Union and Northern Credit Union, your Northern Member Number will remain the same. Any products you held under the former Copperfin Credit Union will be consolidated under your existing Northern Member Number. This will provide you with a simpler, unified view of all your accounts in one place.

Products and Services

New Account Packages

Some of your products and services are transitioning to new products, and will have new account names and some new features – however, access and holdings will remain secure. In some cases, this may include changes to service charges, which will take effect immediately after banking conversion.

Members with grandfathered accounts – Copper Gold and Copper Chequing – will keep these products as-is, but they will not be available to open after banking conversion.

Statements

After integration, you may notice more accounts appearing on your statements. Statements will now reflect the fundamentals of your account ownership, seeing all accounts you own individually and accounts where you are a joint owner.

Additionally, because each member will have your own Member Number, Northern will provide a separate statement to each individual member that is reflective of the products you own or are a joint owner of.

These changes do not affect your account balances or ownership – the statements will just now reflect a complete and accurate view of all accounts you own individually and jointly.

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Informal Trusts

Northern will no longer offer informal trusts, meaning accounts that are not legally registered as trust accounts. An example of an informal trust might be an account opened by a grandparent to save for a grandchild. If you wish to save for someone, such as a grandchild, you can instead open a new account with a nickname. All accounts will be visible under your profile, making it easy to manage and track savings for different purposes.

Overdraft Fee

In addition to interest, a \$4.00 overdraft access fee will be charged when you access your authorized line of credit at any point during the month. This fee is applied to your account at the end of the month. Additionally, for members who rarely use their overdraft, you can opt for a Single Use service charge of \$5.00 instead.

Online Banking

Online Banking and Mobile App Access

Starting May 19th, you will use Northern Credit Union's online banking and mobile app platforms. When trying to access the former Copperfin online banking platform, members will be redirected to the Northern Credit Union website where you can login with your new Member Number and Personal Access Code. Members who attempt to use the former Copperfin mobile app will be prompted to download the Northern Credit Union app, where you will login with your Member Number and PAC.

Find online banking here: www.northerncu.com

Download the Northern Credit Union app on your mobile device from the [Apple App Store](#) or [Google Play Store](#).

Please note that you will not be able to login to Northern Credit Union's platforms until May 19th.

For helpful walkthrough videos of our online banking and mobile app platforms, visit www.northerncu.com/ways-to-bank

New Personal Access Code (PAC)

A Personal Access Code (PAC) is the confidential encrypted number that members use to log into online and mobile banking. You will receive a new PAC approximately 3 weeks prior to banking integration, which you will use to log in to online banking. Your PAC can be changed after your first successful login.

Online Banking Login

The first time you access online banking, you will use your new PAC and Member Number to log in. Once you have successfully logged in, you will be prompted to change your PAC to a secure code of your choice, and set up two-factor authentication with an email address or cellphone number.

Because all accounts will be consolidated under your Member Number, online banking will show a consolidated view of all your accounts with Northern.

For helpful walkthrough videos of our online banking and mobile app platforms, visit www.northerncu.com/ways-to-bank

Joint Account Login

Since every individual member will have a unique Member Number, joint account holders will each have their own online banking login and profile. Accounts that you hold jointly and individually will be visible on your online banking profile.

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International Transfers

After banking integration, you will be able to send money anywhere, anytime from the comfort of home. International transfers let you send money around the world right from online banking. It's easy, secure, and convenient, with 24 hour access, competitive live exchange rates, and quick turnaround times.

For more information about International Transfers, visit www.northernku.com/ways-to-bank

Preauthorized Deposits and Payments

Your existing preauthorized deposits and withdrawals will continue to process as usual once the banking integration is complete.

However, if you are setting up **new** direct deposits or preauthorized payments after integration, we recommend obtaining your updated direct deposit (void cheque) information from your chosen account through online banking. This will ensure that new payments and deposits are directed accurately.

eDocs

After we move to our new unified banking system, members who previously received e-documents through online banking will no longer have access to those historical documents. We strongly encourage you to download or save copies of any important e-documents (such as tax documents) prior to May 15th to ensure you have them for your records.

CRA Direct Deposit

Direct Deposits from CRA that are already setup will continue to process as normal, however, members are encouraged to provide their new account information to CRA.

This can be done directly through online banking by clicking "Account Services" in the left-hand navigation bar, then "Set up CRA Direct Deposit". From there, they can choose their preferred account for funds to be deposited into.

Member accounts showing as "new" in DNA must wait 30 days before they can set up CRA Direct Deposit.

Integration Weekend Interruptions to Online and Mobile App Banking

From May 15th – May 19th, online and mobile app banking will be unavailable, including all services such as bill payments and Interac e-Transfers®. Ensure any bills due during this time are paid in advance to avoid penalties.

Personal Member Impacts

Interac e-Transfers®

Interac e-Transfer® Profiles

Your Interac e-Transfer® profile, settings, and contact list will not transfer to the new system. Because of the one-member one-number transition, you will have your own individual profile and limits whereas you may have previously shared a profile with a spouse, child, or joint account holder.

After May 19th, you will need to re-setup your e-Transfer® profile and Autodeposit® and re-enter your contacts. We recommend taking a screenshot or writing down your contacts prior to May 10th so they can be easily re-added in the new system.

Additionally, upon receiving your first Interac e-Transfer® after integration, you may see the former Copperfin Credit Union logo in the email notification. If so, you must manually select Northern Credit Union from the Interac gateway to complete the deposit.

Interac e-Transfers Prior to Integration

As we prepare for the upcoming integration of our banking system, there will be temporary disruptions to Interac e-Transfer® services.

From May 10th – May 19th, members will not be able to send or receive e-Transfers®, fulfill Requests for Money, or register for Autodeposit®. Pending outgoing funds will be returned to your account by May 13th.

MemberCards

Integration Weekend Disruptions to Transactions

From May 15th – 18th, you may experience disruptions to ATM and Point of Sale transactions with your MemberCard. Plan to have alternative payment methods available such as cash or your Collabria Visa credit card.