



Legacy Noventis

System Integration Weekend
November 18-20, 2022

Important Information



We are integrating our systems November 18-20, 2022. Here's what you need to know.

Enclosed you will find important information regarding how to prepare for integration weekend and key dates to keep in mind.

As we continue our merger between Access Credit Union and Noventis Credit Union, we are excited to inform our members that our database conversion will take place over the weekend of November 18 - 20, 2022. With this integration, we will be:

- Merging our banking system databases;
- Upgrading your digital experience to a new platform;
- Moving telephone banking to the Access platform; and
- Updating your statements to the relational model.



We're working hard to minimize inconvenience to our members. However, there will be some impacts to you during conversion weekend.

Service disruptions during integration week:

Date	Branch Locations	Member Solutions Centre	Online & Mobile Banking	Telephone Banking	ATMs/POS	Interac e-Transfers®
Friday, November 18	OPEN See branch hours*	OPEN Until 5:00 p.m. CST	AVAILABLE Until 5:00 p.m. CST	AVAILABLE Until 5:00 p.m. CST	AVAILABLE Reduced limits after 5:00 p.m. CST	NOT AVAILABLE Please see INTERAC e-TRANSFER® info within
Saturday, November 19	CLOSED	CLOSED	NOT AVAILABLE	NOT AVAILABLE	Reduced limits available	
Sunday, November 20	CLOSED	CLOSED	AVAILABLE In the afternoon	NOT AVAILABLE	Reduced limits available	
Monday, November 21	OPEN Regular Hours	OPEN Regular Hours	AVAILABLE	AVAILABLE After 9:00 a.m. CST	AVAILABLE	AVAILABLE

* For complete branch hours, please visit noventis.cusuccess.ca

Please continue to use accesscu.ca for online banking going forward.



ONLINE BANKING

Online and mobile banking will be unavailable effective 5:00 p.m. CST on Friday, November 18 and will come back online in the afternoon of Sunday, November 20.

REMEMBER TO:

- ✓ Take out cash and/or ensure there is limit available on credit cards to pay for transactions in case of service interruptions.
- ✓ Complete any in-branch banking early to avoid delays.

After conversion weekend, members will continue to sign into online banking from the accesscu.ca website:

Members will login using their existing Debit Card Number and will be verified with their Date of Birth along with a One Time Passcode (OTP) sent to their Cell or Email that is on file. Upon verification, each member will create a username and select a new strong password.

NEW USERNAME REQUIRES:

- Alphanumeric: can include uppercase letters, lowercase letters, numbers, and/or the underscore and period (_ .) special characters
- Minimum of 5 characters, maximum of 35 characters
- Cannot use the debit card number
- Cannot use an email address
- Must be unique (does not already exist for another user)

STRONG PASSWORD (PAC) REQUIRES:

- 10-35 characters
- 1 uppercase letter
- 1 lowercase letter
- 1 number
- 1 optional symbol

If you do not have an email or cell number on file, please contact us before November 18 to access online banking.

Features Impacts:

- Previously set up online and mobile banking alerts will not transfer into the new database.
- Members will have delayed access to e-Statements and cheque images in online banking until mid-morning Monday, November 21.
- Favourite Account Default Settings will change but can be updated after logging in the first time.
- Members will no longer be able to order personal cheques online.
- Members will now have the ability to make principal loan payments via digital banking (on select products).
- New secure Email and Two-Factor authentication security will be available.



MOBILE BANKING

After conversion weekend, members will access mobile banking from the **Access Credit Union mobile app**. Members will need to delete the **Noventis** Mobile app and download the Access mobile app.



TELEPHONE BANKING

Telephone banking will be unavailable effective 5:00 p.m. CST on Friday, November 18 and will come back online Monday, November 21 at 9:00 a.m. CST. After conversion:

- Members will access telephone banking by calling 204.949.1048 (Winnipeg) or Toll-free at 1.877.835.7378.
- Members will receive a letter identifying the steps to take to use telephone banking after conversion weekend, as well as a new temporary PIN.



INTERAC e-TRANSFER®

Interac e-Transfers will not be available after Monday, November 14, 2022.

Here are some actions you can take to minimize user impact:

Feature	Impact	What to do
Interac e-Transfer® Send money	Members will not be able to send money via e-Transfer after 12:00 p.m. CST on Monday November 14.	<ul style="list-style-type: none">• Send any transfers prior to 12:00 p.m. CST on Monday, November 14.• Remind your e-Transfer recipients to accept their funds prior to 6:00 p.m. CST Wednesday, on November 16.
Interac e-Transfer® Receive or accept money	<p>Effective 12:00 p.m. CST on Monday, November 14, members will not be able to receive e-Transfers, or use the Request Money feature until Monday, November 21.</p> <p>Any pending e-Transfers in the system after November 16 will be cancelled and funds will be re-deposited to members' accounts.</p>	<ul style="list-style-type: none">• Check to see if you have any pending e-Transfers in your email or text notifications and action before Monday, November 14.• Any pending e-Transfers will be cancelled on November 17 and will be returned to members' accounts prior to 5:00 p.m. CST on Friday, November 18.
Interac e-Transfer® Recipient lists	Members will lose current recipient and contact lists after November 14.	<ul style="list-style-type: none">• Take screenshots of e-Transfer recipients including email/phone numbers - this will help with enrollment post launch.
Interac e-Transfer® Autodeposit®	<p>Leaving Autodeposit turned on over conversion weekend could potentially cause e-Transfer sending issues.</p> <p>Members will not be able to re-register for Autodeposit until Monday, November 21.</p>	<ul style="list-style-type: none">• Delete Autodeposit® registration prior to Wednesday November 16.• Set up Autodeposit® on the new platform on Monday, November 21.
Interac e-Transfer® History	Members will lose their e-Transfer history after Friday, November 18.	<ul style="list-style-type: none">• Take screenshots of e-Transfer history, if required.• Contact pending e-Transfer recipients to receive the transfer and/or to cancel any pending e-Transfers.



CRA

- Legacy Noventis members will no longer have access to the history of CRA forms through online banking. Historical forms data is available through CRA's myCRA Business.
 - Future-dated business CRA tax payments due after November 18th will not carry over. Members should delete any business CRA payments due after November 18th and re-create them on November 21 or thereafter. Impacted members will be notified via telephone.
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STATEMENTS

Members will see a change in banking statements; the way they look, when they are received, and the information that appears on them.

WHAT?

Transitioning to “Relational Statements”: the information presented on your statement will be inclusive of all accounts in which you have an ownership role, including any joint accounts you may be a part of.

WHEN?

You will continue to receive your statement on a month-end cycle.

Final statement schedule:

- October 1 – 31 (Last current statement model)
- November 1 – 30 (Your new Access branded statement)

HOW?

1. e-Statement Option

If you currently have at least one statement set to view via ‘e-Statement Only’, the entirety of your new relational statement will only be available to view on online banking. No statements will be printed and mailed.

On November 18, all members under the age of 59 with personal accounts and access to online banking, will automatically be switched to receiving their statement via online banking only.

2. Print & Mail Option

If you currently have all of your statements set to receive a printed statement and do not have access to online banking, your statement will continue to be mailed to your home on a monthly basis.

What will **not** change after the database integration?

- **Account Numbers** will not change.
- **Account Nicknames** named prior to conversion will carry the nickname forward into the new system.
- Existing **ATM/Debit Cards** will remain active and valid. PINs will remain the same.
- **Automatic Transfers** such as pre-authorized payment and direct deposits, will carry over to the new system.
This includes bill payments and payroll deposits.
- **Bill Payees** set up pre-integration will remain. **Excludes CRA Business Payments.**
- Existing **Cheques** will continue to be valid.
- **Stop Payments** put in place prior to conversion will remain after integration weekend.

Are you a **Business Member?**

As part of the Noventis and Access Credit Union merger, we will be integrating our database and systems on November 18, 2022. With this integration comes some impacts you should be prepared for:

- Members will lose saved Delegates in online banking. Ensure that you print/ screenshot contacts to set up after conversion.
- Accounts will need to be re-consolidated in online banking after Sunday, November 20, 2022.

The new online and mobile banking service also offers several new features and security benefits, allowing you make the most of your business online banking account:

- Online dual signature access for businesses with dual-signing authority
- Increased Interac® e-Transfer send limits
- Higher remote deposit limits when depositing cheques via mobile app

For more information, please visit:
www.accesscu.ca/en/business



Member Support

Have questions about conversion?

Please visit **noventis.cusuccess.ca** for tutorials, FAQs, and conversion activity information.

Contact us via phone at: **1.800.264.2926** or chat with us online at **accesscu.ca**

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