

August 15, 2019

Dear member,

We are excited to announce our upgrade to a new banking system this fall. This new system will offer the opportunity to bring benefits and efficiencies to you, our member, as well as our employees and internal processes.

After the conversion, there will be a few changes which will affect your banking experience with Noventis. But, don't worry; we will walk you through all of these changes to make this transition as smooth as possible.

First and foremost, we wanted to provide you with ample notice as to when this conversion will occur, and how its implementation will affect our services and hours of operation.

**The system changeover will begin at 5pm on Friday, September 13, and continue through Sunday, September 15th. During this time, there will be a service interruption to all the banking services we offer.**

**Please refer to the chart below to check projected services availability for Sept 13 – Sept 17:\***

	<b>Branches/iTM</b>	<b>Contact Centre</b>	<b>Online &amp; telephone banking</b>	<b>Noventis Now (mobile app)</b>	<b>ATM/POS</b>
<b>Friday, Sept 13</b>	Available until 5pm	Available until 5pm	Available until 5pm	Available until 5pm	Intermittent availability after 5pm
<b>Saturday, Sept 14</b>	Closed	Closed	Not available	Not available	Intermittent availability
<b>Sunday, Sept 15</b>	Closed	Closed	Not available	Not available	Intermittent availability
<b>Monday, Sept 16</b>	Closed	Available at 9am	Available at 8am	Available at 8am	Available at 8am
<b>Tuesday, Sept 17</b>	Open regular hours	Open regular hours	Available	Available	Available

**Noventis Collabria credit cards will not be affected during this time**  
**Follow our social media and check our website often for updates**

We have been working hard to minimize potential inconveniences to you during this time. Also, we know that the most important thing we can do for you before, during and after this conversion is to keep you informed. That's why we have:

- Included a preparedness checklist with this letter - it will be a significantly helpful tool to ensure you are ready for this service interruption.  
**Please review this checklist in advance of September 13<sup>th</sup>**
- Created a 'go to' page on our website, [noventis.ca](http://noventis.ca) – it will be your source for all information around the banking system update.  
**Please visit [noventis.ca](http://noventis.ca) prior to conversion weekend**
- Prepared a comprehensive list of frequently asked questions on our website  
**Please review these questions prior to conversion weekend**

If you do not have internet access, or still have questions, feel free to stop in at any of our branches, call our Contact Centre 1-844-826-6500 or email us at [info@noventis.ca](mailto:info@noventis.ca).

This banking system update is a major project for Noventis Credit Union. For longer than a year, we have had a team dedicated to preparing for it. We appreciate your support during this exciting time and are looking forward to continuing to help you, our valued member, reach your financial goals.

Sincerely,

**Kevin McKnight, CPA, CGA, MBA, CCD**

Chief Executive Officer  
Noventis Credit Union