



## **Brampton Branch Service Changes**

Our Brampton location will be undergoing some very important changes effective April 1st, 2016.

### **New Extended Hours to Serve you**

Our new extended hours will provide more flexibility for members wishing to visit the branch earlier and later in the day. Please note the branch will continue to be closed daily from 12:00pm to 1:00pm.

#### **Monday to Friday**

9:00am - 5:00pm

Closed daily from 12:00pm - 1:00pm

### **Changes to the Services Offered**

Due to the volume of transactions at the branch, it will be transitioning to a cashless location. We will continue to offer the following services,

#### **Investment and Lending Services and Advice**

This includes assisting you with managing your registered and non-registered investments and providing loan and mortgage products and services.

#### **Cashless Teller Transactions and Services**

This includes services such as cheque deposits, account transfers, wire transfers, bill payments, member cards, account opening, stop payments, account information updates, and online banking set-up, among other services.

With the discontinuation of cash transactions and services, we will no longer be offering the following services:

## **Cash Teller Transactions**

This includes cash deposits, withdrawals, and any other exchange of cash in the branch. You can still deposit your cheques and complete all other non-cash related transactions.

## **ATM Service**

There will no longer be an ATM at this location. You can choose to deposit your cheques in-branch or make deposits and cash withdrawals at any **EXCHANGE® ATM**. Credit union members have access to thousands of surcharge-free **EXCHANGE® ATMs** in Canada. We recommend downloading the **THE EXCHANGE® ATM Locator App** so that you can find an ATM near you no matter where you are.

Visit **THE EXCHANGE® Network** to get more information on the benefits you receive as a credit union member.

## **Our Promise to You**

We understand that while the extended hours of operation will be an added benefit for members who frequent the Brampton branch, the transition to cashless services may be challenging for some. We assure you the decision to remove cash services from this location was made in the best interests of the membership and the credit union and it will allow us to continue to serve our membership in the most efficient way possible in the years to come.

As we evolve, we will continue to do our best to provide banking solutions and services that benefit our members and the credit union.

**The Momentum Team**