



## SCCU Online Account Opening FAQ

Questions	Answers
<i>How long will it take to complete the online application?</i>	<p>At Sunshine Coast Credit Union, we strive to make your online experience as convenient and easy as possible. We anticipate account opening application process to take about 10-15 minutes depending on how many accounts opened.</p> <p>(There may be some unforeseen delays around the launch date of September 18<sup>th</sup>, 2018.)</p>
<i>What information will I be required to provide to open an account?</i>	<p>Federal law requires all financial institutions to obtain, verify, and record information that identifies each person who opens an account. Please ensure you have a valid ID and Social Insurance Number before applying</p>
<i>How can I make a deposit to my new account?</i>	<p>Electronic Transfer from an existing chequing or savings account. The account doesn't need to be with SCCU but must be from an existing FI)</p>
<i>What type of accounts can I open?</i>	<p>SCCU takes pride in offering a variety of accounts to suit your needs. Although not all of them are available online we feel that we offer a wide selection of account options for you to choose from whether you are spending, saving or investing.</p>
<i>What type of ownership is available for online account opening?</i>	<p>There are currently two options available online:</p> <ul style="list-style-type: none"><li>• Individual</li><li>• Joint</li></ul>



<i>Will I receive confirmation of my account opening?</i>	Once your application is approved you will receive a welcome from SCCU.
<i>Will I receive regular statements on my online account?</i>	Yes – You will have access to e-statements in online banking or paper statements depending on the account you have selected.
<i>Who should I contact with further questions?</i>	If you have further questions, please contact us at <a href="tel:6047402662">604-740 2662</a> during normal business hours. Or email us at <a href="mailto:inquiries@sunshineccu.net">inquiries@sunshineccu.net</a>