

member bulletin

On August 19, 2013, Sunshine Coast Credit Union will transition to a new telephone banking system. In addition to a new menu structure, members can expect some differences, which are outlined below.

NEW!	Features No Longer Available
<p>New phone number is now toll-free & available in both Canada and the U.S.</p> <p>1 855-590-1136</p>	<p>Touch-tone only; no voice command option.</p>
<p>Services now available:</p> <ul style="list-style-type: none">- Recurring transfers- Future dated transfers- Recurring bill payments- Inter-member transfers	<p>Option to access account balances through Quick Balance customization.</p> <p>Branch hours & locations. Please see our website for this information.</p>

We are transitioning to a new system because our current system is no longer supported by our vendor. This new system delivers the best possible experience to our members including continued accessibility through telephone banking.

When the transition occurs on August 19th, members will automatically be redirected from the current telephone banking line to the new one (for a limited time). Please make note of your new telephone banking number for future reference.

Online banking, mobile banking & ATM services remain unchanged. There is no change to your member number or personal access code. For additional detail, please contact your branch.