

## Bulkley Valley Credit Union

### Post Banking System Conversion Information

***Bulkley Valley Credit Union is now up and running***

***following our Banking System Conversion***

***Our sincere thanks to our members for their  
patience and understanding as we made this transition.***

- Regular branch hours will resume starting on Monday March 20<sup>th</sup>, 2017.
- Please check that payments that were scheduled over the weekend have been completed.
- Members may notice some differences in the look of our remote channels (such as online and telephone banking), and this is due to the system upgrade. However, if you have any questions about the content please ask any one of our branch staff and they will be happy to assist you.
- All members of Bulkley Valley Credit Union will receive a statement up to March 17<sup>th</sup>. Chequing account members will receive a second statement at the end of March, and non-chequing accounts will receive their next statement following the regular schedule.
- E-Statements are once again available through the website. You may notice some duplicates, but this is only temporary. If you have any concerns please contact your branch staff.
- There has been a change to the access to the telephone banking system, so please contact your local branch to discuss accessing the new system.

*Please feel free to contact your branch staff with any questions and/or concerns that may have arisen during this transition. We are here to help and serve your financial needs.*

***Bulkley Valley Credit Union is excited about how our new system will help us  
serve your financial needs even more effectively in the future.***