

Late this fall, we'll be transforming our digital banking experience.

This transformation is happening to better serve your needs, and to allow our Credit Union to keep pace with an evolving landscape of innovation and development.

If you don't already, please follow our website and social media pages to ensure you receive regular updates as our transformation progresses into the fall.

Here are a few things you can do to prepare:

- 1) Make sure we have your updated email address and/or mobile phone number.

This will make your transition simpler.

- 2) Start thinking of a username you'll use to access the new digital banking platform.

You'll create your own username the first time you log on. No need to remember that pesky card number!

- 3) If you transfer funds to another WLDCU member online, you'll need their 12-digit account number to complete these transfers in the future.

Get this info from recipients now to make transfers easier.

What are some new and exciting features you can expect?

Multi-factor authentication will keep your account safe and secure. Certain actions will generate a one-time password delivered to your mobile phone or email address to ensure it's actually you making the request.

Profile switching allows you to link your personal and business profiles and switch back and forth between them to conduct your transactions without logging out.

You'll now be able to transfer between Canadian and USD accounts online. No need to come in or call.

Will any features be lost?

With any major transformation, there are some changes to the features:

- 1) ePost will no longer be integrated with our online banking, but remains a free service of Canada Post.
- 2) SMS/Text banking will no longer be offered as its usage has diminished with the rise of mobile apps.
- 3) Because you'll be logging in with a username rather than a debit card number, online banking will no longer memorize your login credentials.

Questions? Call us to chat!