



Kootenay Savings Credit Union
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Trail, BC V1R 4T1

April 23, 2024

Hello from Kootenay Savings,

I'm reaching out to follow up on the communication we sent in March to share more details about the upcoming changes to how you log in to online banking. As a friendly reminder, beginning May 27 each Kootenay Savings member will use their own unique member number and password to access online banking.

It's crucial that you, along with anyone you share an account with, contact us before May 27 so we can walk you through these updates and supply you with your individual member numbers and passwords.

If you've already been in touch with us, fantastic! If we haven't had a chance to speak with you yet, please visit your nearest branch or call 1.800.665.5728 to connect with a member of our team. We're here to provide support and guidance every step of the way.

Here are some additional steps you can take to ensure a smooth transition:

- Ensure your contact details in online banking are up to date for 2-step verification, your e-Transfer profile, and alert contacts. This ensures everyone receives their own alert messages and 2-step verification codes directly to their personal device or email.
- Consider giving your accounts some personalized nicknames to make them easier to find.

After May 27, depending on how your account is set-up, you'll also find it even easier to access all your personal accounts online without the need to log in multiple times. For more information on these changes and how they might affect you, we've put together some handy resources on our website at kscu.com/newlogin.

Thank you for your loyalty, trust, and patience, it inspires us to continually improve. We want to get better every day because our members, employees and communities deserve it.

Warm regards,

Mark McLoughlin
CEO, Kootenay Savings Credit Union