



Kootenay Savings Credit Union
220 - 1101 Dewdney Avenue
Trail, BC V1R 4T1

April 23, 2024

First Name Last Name
Address Line 1
Address Line 2
Address Line 3

Hello from Kootenay Savings,

I'm reaching out to follow up on our March communication to share more details about the upcoming changes to how you log in to online banking. **Starting May 27 each user will begin using their own unique number.**

Below is a list of the online banking users on your account, along with their new unique log in number:

- Member Name – Unique Login ID
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Here are the key need-to-knows, for your business:

- The member number of the business is not changing.
- Your existing business online banking passwords will remain the same.
- To do before May 26:
 - Ensure any pending transactions have been completed.
 - Any “pending approval” transactions will not be processed after May 26 and will expire after 7 days. Don't worry, this won't affect any new transactions.
 - Delete all delegates.
- After May 27, you'll need to do the following:
 - Each online banking user will have to set up their own 2-step verification and alerts.
 - Re-add any consolidated accounts.
 - Re-add your delegates.
- Your e-Transfer information is not affected.

Need a quick reminder on adding delegates or consolidating accounts? Check out our Learning Center on kscu.com, where you'll find video tutorials and a handy Small Business Online Banking user guide. If you have any questions, please visit a branch or give us a call at 1.800.665.5728.

Thank you for your loyalty, trust, and patience, it inspires us to continually improve.

Mark McLoughlin, CEO, Kootenay Savings