



Downtown Core Branch – Temporary Closure FAQ's

1. What changes are you making to the Downtown Core branch?

As part of our ongoing efforts to align our member experience with our brand promise, the Downtown Core branch will be undergoing a significant transformation from February 19, 2022 to better meet our members' evolving needs and expectations. Once completed, you can look forward to a thoughtfully curated and innovative branch design spanning over 3,500 sq. ft.

2. Which branch should I go to now?

We're still in your neighbourhood, just around the corner. You can visit our Calgary 4th & 4th branch (117, 400-4 Ave SW (Inside the Shell Building) in the interim. To ensure you're supported, effective February 22, this branch's hours will be Monday to Friday, 9:00AM - 5:00 PM. You will also have ATM access at this branch during branch hours.

You can also connect with our Member Connection Centre from Monday to Friday: 8:00 AM - 8:00 PM and Saturday: 8:30 AM - 5:00 PM by calling [1 \(866\) 923-4778](tel:18669234778).

We have more than 40 locations across Alberta. Find the location closest to you at connectfirstcu.com/locations. You can also bank anytime, anywhere through our mobile app or online banking at banking.connectfirstcu.com

3. Do all Downtown Core members have to go to the 4th & 4th location to access in-person banking during the temporary closure?

Members can go to any of our branches across Alberta for in-person banking services. You can find the location closest to you at connectfirstcu.com/locations. You can also bank anytime, anywhere through our mobile app or online banking at banking.connectfirstcu.com

4. What services are available at the 4th & 4th branch?

The Calgary 4th & 4th branch will have Personal and Business Banking, Wealth Management, and an ATM on site. The ATM can be accessed during branch hours – Monday to Friday: 09:00am – 05:00pm

5. When will we know more about the Downtown Core branch's completion and re-opening date?

Downtown Core branch will be temporarily closed for renovations until late 2022 but we'll share more details on the progress once we know more.

6. I have a safety deposit box at Downtown Core. Will this be relocated?

Your safety deposit box will be moved to Inglewood branch but if you'd prefer another location, connect with us before February 4 and we'll find availability at a branch more convenient for



connectFirst
credit union

Downtown Core Branch – Temporary Closure FAQ's

you. If we don't connect before then, don't worry, we can assist you in relocating your box anytime that works for you.

7. Are the rates for Safety Deposit Boxes at the Downtown Core branch the same as Inglewood branch?

Yes, there will be no changes to the Safety Deposit Box rate for affected members.

8. Who should I contact if I have questions?

If you have any questions or concerns, please reach out to the Downtown Core branch at **(403) 736-4770**.