

## Important Update: Canada Post Strike in Effect

The Canadian Union of Postal Workers (CUPW) has begun strike activity as of Friday, November 15, 2024. This disruption means that mail services across Canada are now impacted.

- **Outgoing Mail:** We will not be able to send statements, renewal letters, documents, cheques, or notices via Canada Post until the strike ends.
- **Incoming Mail:** Any mail you send to us may be delayed or undeliverable.

Below is a detailed guide on how this strike may impact you and the alternatives available to ensure minimal disruption to your financial needs.

### Key Impacts of the Postal Strike

#### Printed Statements

- Printed account statements may be delayed.
- Access your account activity online and switch to e-statements for uninterrupted service.

#### Debit Cards

- Delivery of new or replacement debit cards may be delayed.
- If you urgently need a debit card, please visit a branch where a representative can issue one immediately.

#### Collabria Visa Credit Cards

- Delivery of new or replacement Collabria Visa credit cards may be delayed.
- Manage your credit card online at <http://cardwiseonline.ca> to set up automatic payments, enable alerts, and enroll in e-statements.
- Collabria Visa Questions? Call 1.855.341.4643

#### Mortgage and GIC Renewal Notices

- **Mortgage Renewal Letters:** Renewal letters may be delayed. If your mortgage is up for renewal, book an appointment at your nearest branch to discuss your renewal options.
- **GIC Renewal Letters:** Renewal letters may be delayed. View your investment maturity dates through online banking, by visiting a branch, or by calling us at 1-866-900-3822.

**Bill Payments**

- Payments made by mail may not be received due to the strike.
- To avoid late fees or missed payments, please ensure your payment is made through an alternative method (ex. online payment, pre-authorized payment etc.)
- Please note that you are still responsible for making regular payments on time, even if you do not receive your statements or bills in the mail.
- You can continue to pay bills through online banking, at your local branch, or by calling 1-866-900-3822.

**What You Can Do to Prepare**

- If you have not done so already, contact us to sign up for online banking.
- Use online banking to view account balances, pay bills, transfer funds, download e-statements and more!
- Switch to e-statements to access your financial documents without delay.
- Set up electronic payment methods to ensure uninterrupted bill payments and transfers.

We appreciate your patience during this time and encourage you to plan ahead to minimize the impact of the postal strike on your financial needs.