

July 10, 2024

## Important Steps for Transitioning to DUCA Financial Services Credit Union

As we approach the transition to DUCA Financial Services Credit Union, we want to ensure you have all the necessary information and instructions to make this process as smooth as possible. Below are detailed steps and actions required for a seamless transition, and you can also access our online FAQ anytime for answers to common questions at [www.duca.com/united-merger](http://www.duca.com/united-merger).

### Important Reminders

- **Transition Period:** July 31, 2024, at 5:00 PM – August 1, 2024.
- **E-Transfer Service Unavailable:** July 29, 2024 – August 1, 2024.
- **Request a new DUCA debit card:** Pick up your new DUCA debit card by July 31, 2024, from Leslieville or Gateway branches, or request that a new debit card be mailed to you.

### Service Outages

During the transition period, the following services will be unavailable:

- In-branch services
- Online banking
- Mobile banking
- Debit card usage
- ATM access
- E-transfer services

### Product Transition Information

As we transition you to DUCA, here are the key updates to your products which will become effective August 1, 2024:

1. **General Product Transition:** All existing United products will be transitioned to similar DUCA products. For specific details about your new product(s), associated rates, and fees, please visit our product mapping table and fee schedules at [www.duca.com/united-merger](http://www.duca.com/united-merger).
2. **Lines of Credit Adjustments:** Payments for all Lines of Credit, including Home Equity Lines of Credit (HELOC), will move to the 15th of each month with a mandatory monthly frequency. Unsecured Lines of Credit will now calculate a monthly payment based on 2% of the outstanding balance (vs the previous 3% with United) with a mandatory monthly frequency.
3. **Credit Bureau Reporting:** All credit products will now be reported monthly to both Equifax and TransUnion, ensuring your credit information is consistently updated.

4. **Trustee Change for Registered Products (RRSP, RIF and TFSA):** The trustee for registered products will change from Central 1 Trust to Concentra Trust on August 1, 2024, accompanied by a new declaration of trust and fee schedule. Both can be viewed on our website at [www.duca.com/united-merger](http://www.duca.com/united-merger).
5. **Customer Support:** If the new product does not meet your expectations, or if you are dissatisfied for any reason, please contact your local United branch prior to July 31 to discuss options. After August 1, please contact DUCA's Member Connect team by calling 1-866-900-3822 or visiting any DUCA branch. We would be more than happy to discuss your options and ensure that you are moved to an account type that is most appropriate and favorable for you.

For more detailed information and answers to your product transition related questions, visit our dedicated FAQ at [www.duca.com/united-merger](http://www.duca.com/united-merger). We are here to support you through this transition and ensure your complete satisfaction.

## Other Actions Required:

1. **Statements:**
  - United statements are provided in paper format only, no digital statements are available. To ensure you have access to your past transaction records, please make sure to securely store your paper statements, as these documents will not be accessible in DUCA's online banking platform post transition.
2. **Debit Cards:**
  - United debit cards will deactivate on July 31, 2024, at 5:00 PM.
  - **Option 1:** Pick up a new DUCA debit card from the Leslieville or Gateway Branch before the transition. You can activate the card on or after August 1, 2024.
  - **Option 2:** Request a DUCA debit card after the transition by calling DUCA's Member Connect call centre at 1-866-900-3822 or visiting any DUCA branch.
3. **Online Banking:**
  - United's online banking platform and mobile app will cease operation on July 31, 2024, at 5:00 PM.
  - Starting August 1, 2024, sign up for DUCA's online banking by calling Member Connect or visiting any DUCA branch. For more information on DUCA's online banking platform please visit <https://www.duca.com/resources/OnlineBanking>.
4. **E-Transfers:**
  - E-transfer services will be temporarily unavailable from July 29, 2024, to August 1, 2024.
  - Avoid scheduling or initiating any e-transfers after July 29, 2024.
  - Make sure all pending e-transfers are completed before July 29, 2024.
  - Save your e-transfer recipient list before July 29, 2024.
  - Cancel AutoDeposit (which automatically accepts e-transfers without manual approval), before July 29, 2024. Note: AutoDeposit is different from direct deposit services like payroll and pension deposits, which are not affected by this change.

5. **Online Bill Payments:**

- Your current list of bill payees will not be migrated to the new system. After the transition period, when you want to pay a bill online or in branch, each bill payee will need to be added again.
- Do not schedule any bill payments through online banking to occur after July 31, 2024, at 5:00 PM.

**What's Not Changing:**

- Existing direct deposits and recurring pre-authorized debits or transfers will automatically transition to DUCA's system.
- You can continue using your current United cheques until they run out, at which point you can order new cheques with updated account numbers.

**New Ways to Bank at DUCA:**

1. **In Branch:** Starting August 1, 2024, access any of DUCA's 19 branch locations across the GTA.
2. **Online:** Starting August 1, 2024, sign up for online banking and download DUCA's mobile app. Learn more: <https://www.duca.com/resources/OnlineBanking>.
3. **Member Connect:** Starting August 1, 2024, for support and information, call DUCA's Member Connect Call Centre at 1.866.900.3822 or email [duca.info@duca.com](mailto:duca.info@duca.com). Visit <https://www.duca.com/about-us/contact-us> for hours.

To assist you further and provide answers to frequently asked questions, please visit our dedicated transition page at [www.duca.com/united-merger](http://www.duca.com/united-merger). We're here to help every step of the way!

We are committed to making this transition as smooth as possible and will continue to provide timely updates and support. Thank you for your cooperation and trust.

Sincerely,

DUCA Financial Services Credit Union