

The header features a photograph of several people in a meeting, looking at documents and a laptop. A large yellow curved banner is overlaid on the bottom of the image. The text 'SUNSHINE COAST CREDIT UNION' is in a smaller, white, sans-serif font, and 'member bulletin' is in a larger, white, sans-serif font, both centered within the banner.

SUNSHINE COAST CREDIT UNION
member bulletin

IMPORTANT NOTICE TO MEMBERS - CREDIT UNION MASTERCARD PROGRAM

On January 1st, 2018 Sunshine Coast Credit Union will be introducing an exciting new family of both personal and corporate Visa cards. Our new card offering will provide excellent options to our members, with cards that can specifically suit their individual credit card needs, both for personal use and for business.

Please note that Members can continue to use their existing Sunshine Coast Credit Union Mastercard credit card issued by CUETS Financial* beyond January 1st, 2018, the same way you do today. If you have any questions regarding your current Mastercard account you should contact the number on the back of your credit card.

We will keep you informed and provide greater detail on our new credit card program as we get closer to launch. Some additional detail is noted below.

Effective January 1st, 2018 we'll be working with a new credit card provider

If you carry a credit union Mastercard credit card issued by CUETS Financial*, here's information you need to be aware of. In the New Year, we'll be moving to a new credit card provider, and that means we won't be able to provide support or information on our website or in the branches for your CUETS Financial credit card.

****Please watch for a letter from CUETS Financial explaining this change and how they will continue to work with you effective January 1, 2018.****

If you're used to signing in to the cucardsonline.com or CHOICE REWARDS® site, be sure to save or bookmark the link before December 31st, 2017 because we'll be removing those links from our website.

What will stay the same?

You can continue to use your existing CUETS Financial Mastercard credit card after January 1st*, 2018, the same way you do today. You will have the same PIN, features and benefits, credit limit, interest rate(s) and fees. Your CUETS Financial Account Agreement and Disclosure Statement, as amended to date, will also remain unchanged. Please ensure your address is current with CUETS Financial so you will continue to receive any notices from them.

If you've set up Credit Union Mastercard in your bill payments, you'll still be able to pay your bill online and in the branch.

What will change?

Effective January 1st, 2018, you won't see any direct links to CUETS Financial or the CHOICE REWARDS site on our website. When you log-in to choicerewards.ca, you will no longer see our name or logo on your landing page. Be sure to save the link before December 31st, 2017.

We will no longer offer CUETS Financial cards in the branches, and unfortunately we won't be able to provide member service on your existing card. To continue to manage your account, you can go online using your current login credentials for CUETS Financial Online Card Services. If you aren't currently enrolled, you can visit cucardsonline.com and click the "New User / Enrol Now" link. Alternatively, please contact the CUETS Financial toll-free customer assistance number: **CUETS Financial Card Services 1-800-561-7849**.

Guaranteed cards

IMPORTANT NOTE: If you have a CUETS Financial Guaranteed Mastercard credit card (one that requires a financial guarantee from the Credit Union), watch for an important message from us shortly.

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