Sunshine Coast FINANCIAL | coastcapital | PROSPERA

Our Merger Integration Journey

As a combined federal credit union, we're bringing our three operations and systems together and ensuring our shared processes, policies and administrative practices meet federal requirements.

Here's what we've brought together so far, what's planned in the near future[1] and what it means for you as a Sunshine Coast Financial member. Some changes are effective immediately and others will roll out in later phases.

The steps in our integration journey

May 6, 2026

Legal amalgamation

Changes taking effect immediately when the merger is completed.

- Going forward, we'll be known as our **brand name Sunshine Coast Financial**, part of the Coast Capital Savings Federal Credit Union family of brands. This approach preserves the Sunshine Coast brand our members know and trust. Learn more.
- Our **new legal name** 'Coast Capital Savings Federal Credit Union' is reflected in our legal documents.
- **Deposits are now insured** by the Canada Deposit Insurance Corporation (CDIC) instead of the Credit Union Deposit Insurance Corporation B.C. (CUDIC). Learn more.
- A new **complaint handling process** has been put in place. Find out more.
- Our processes for **opening retail deposit accounts** and **cashing Government of Canada cheques** have been updated. Learn more.
- Access to **essential banking** options at little to no cost for members is in place. Read more.
- The **fee for non-sufficient funds (NSF)** for personal accounts has been lowered to $10. See details.
- Our **privacy policy** has been updated. Learn more.
- We're also committed to certain **public codes and commitments**, including the Seniors Code. Review the full list.
- Sunshine Coast **Local Stewardship Council** established. Learn more.
- The **head office** of the combined federal credit union will be located in Surrey, BC. Remote and hybrid work arrangements, multiple office locations, and other flexible solutions will continue to be offered to ensure a workforce that reflects the communities we serve. Learn more.

Summer-Fall 2026

Sunshine Coast Financial Phase 1 — Member preparation

Sunshine Coast Financial preparation actions for upcoming system and product changes

- Update to membership shares. Upon the completion of the merger, members are only required to hold a minimum of five (5) membership shares. Sunshine Coast Financial members' excess membership shares will be redeemed. Learn about this change
- Advance **notice to Sunshine Coast Financial members** about upcoming plans to modernize digital banking, and product enhancements and changes.
- Sunshine Coast Financial members will be notified about **upcoming product changes and enhancements:**
  - We will communicate details regarding specific changes online and in our branches at least 60 days prior to the effective date.
  - Members whose products and services are modified will receive information by mail or email prior to the effective date on the expected changes to the product's features, fees, and terms and conditions.

Fall-Winter 2026

Sunshine Coast Financial Phase 2 — Digital Banking Modernization

Systems, products and processes unified for Sunshine Coast Financial members

- Modernization of our **digital banking experience** by moving to the combined credit union's award-winning platform.
  - **New debit cards** are activated
  - **New online login and authentication** process is adopted
  - **New electronic alerts** are implemented to help members monitor their finances, make informed banking decisions, and avoid paying unnecessary fees
- **Product and service changes and enhancements** are implemented for Sunshine Coast Financial members, including any applicable changes to product features, fees and terms and conditions.
- Updates to certain **banking policies** are implemented and disclosed to Sunshine Coast Financial members, including availability of funds when depositing a cheque.
- **Enhanced forms, documents and disclosures** are adopted for use when serving Sunshine Coast Financial members.
- **Expanded branch network** - Sunshine Coast Financial & Coast Capital members can now bank at any **Coast Capital or Sunshine Coast Financial branded location.**

Winter 2026

Prospera Phase 1 — Member preparation

Prospera preparation actions for upcoming system and product changes

- Advance notice to Prospera members about upcoming plans to modernize digital banking and product enhancements and changes.

Spring 2027

Prospera Phase 2 — Digital Banking Modernization

Systems, products and processes unified for Prospera members

- **Prospera modernizes its digital banking experience** by moving to the combined credit union's award-winning platform and implements product enhancements and changes.
- **Expanded branch network completed –** All members can now bank at any Prospera, Coast Capital or Sunshine Coast branded location

Spring 2027 and beyond

Fully integrated federal credit union

Continuing to work as one credit union with three distinct brands, locations and areas of community focus

What to Expect Next

We're committed to keeping you informed through proactive communications as this work progresses and any changes are introduced. More details will follow as our integration planning progresses. While the above information includes high-level changes members of Prospera and Coast Capital will experience, more details on what this means if you are a Prospera or Coast Capital member can be found here:

- Prospera, visit **prospera.ca/merger**
- Coast Capital member, visit **coastcapitalsavings.com/merger**

Stay up-to-date on our merger integration journey, visit **sunshineccu.com/merger**

[1]Timelines are indicative and are subject to change.
Sunshine Coast Financial, Coast Capital and Prospera are part of the Coast Capital Savings Federal Credit Union family of brands.