



myCCU Mobile App

The myCCU mobile app will be unavailable from 4:00pm on Friday, November 4 until 9:00am on Monday, November 7.

- You will not be able to access myCCU App until you have first logged on to Online Banking at CCU's 'full' website and created a new secure password, following the steps described inside.
- Your Login ID and password for myCCU will be the same as the new secure password you've created for Online Banking.

Member to Member Transfers

Member to member transfers will have to be set up again once service is restored on November 7.

Automated Transactions

Payroll deposits and clearing items, such as cheques and pre-authorized debits (Autopac, for example), will continue to occur in the early morning. In-house automatic transactions — including scheduled bill payments, scheduled transfers, mortgage and loan payments — will now be processed in the evening or overnight, on the prearranged due date.

Some things won't change

- Your CCU Debit Card will continue to work after service is restored on November 7, using the same PIN (Personal Identification Number). Some business members may require assistance from their branch.
- Membership numbers will remain the same. Sub-account numbers may be added to some joint and business accounts to ensure signors and cardholders are correctly identified.
- Your existing cheques will continue to work — there is no need to order new ones. Cheques written before November 5 will clear as usual.
- Your list of payees for bills you pay using Online Banking will not be affected. Your bill payee list will be moved over when you enroll for Online Banking.
- Scheduled bill payments will continue as before, with no action required on your part.
- Payroll deposits and automatic transfers will continue as scheduled. There may be some delay for both outgoing and incoming transactions scheduled to take place over the conversion period (Nov 5—Nov 7), with items held and processed after service is restored on November 7.
- Stop payments initiated before November 5, including cheque stops, will remain in place after service is restored on November 7.

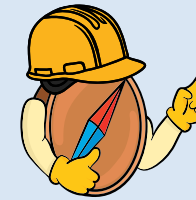
Thank You

for your patience and cooperation as we complete our conversion to the new banking system software. If you have **any questions at all** about what you need to do to prepare, just drop by your branch or give us a call.

We're here to help!



IMPORTANT INFORMATION



Making banking easier

Software conversion & Service Interruption

In early November, Compass Credit Union will start our conversion to new, advanced banking system software, which will allow us to operate more efficiently and provide new and improved services. This will require closing our branches and interrupting a number of services from Friday, November 4 until Tuesday, November 8.

Please read this brochure carefully, to minimize any inconvenience you may experience during conversion.

OPEN UNTIL 4:00 PM	CLOSED ALL DAY	CLOSED ALL DAY	CLOSED ALL DAY	REGULAR HOURS
FRIDAY NOV 4	SATURDAY NOV 5	SUNDAY NOV 6	MONDAY NOV 7	TUESDAY NOV 8



Your CCU Debit Card WILL NOT WORK at any ATM or INTERAC® retail terminal.

Be prepared to pay for purchases with cash or credit card.



Online & Mobile services will not work

Pay all bills due on or before Nov 7 before Nov 4.

Send and receive all INTERAC® e-transfer payments before Nov 4.

MORE details on other side



All CCU branches and ATMs

will close at 4 pm on Friday, Nov 4 and remain CLOSED all day Saturday, Nov 5, Sunday, Nov 6, and Monday, Nov 7.

(ATMs will open starting Nov 7.) Branches will re-open regular hours on Tuesday, Nov 8.



All Business night deposits

All Business night deposits dropped after 4 pm on Nov 4 will be processed on Monday, Nov 7.

MORE INFORMATION

Please read this brochure carefully to ensure a smooth transition to our new banking system

Inside: Critical Online Banking information and new login process • Important INTERAC® e-Transfer information

Back Page: myCCU Mobile App • Automated transactions • and more

For more information, visit your branch or compasscu.ca

1016 Rosser Ave
204-729-4800

742 18th Street
204-729-4820

24 Main Street
204-636-7771

For more information, visit your branch or compasscu.ca

1016 Rosser Ave
204-729-4800

742 18th Street
204-729-4820

24 Main Street
204-636-7771

Online Banking

Online banking will be unavailable from 4 pm on Friday, November 4 until 9:00 am on Monday, November 7.

All current settings and history will be deleted — Your Login / User ID, password and personal verification questions must all be re-set the first time you log in, on or after November 7, 2022. Please follow the step-by-step instructions on the opposite page to ensure a smooth transition to our new system.

Before November 5

- Your online transaction history will be deleted and will start over, beginning November 5, 2022. Your full history will be available at your branch. You will be able to print your transaction history from Online Banking only until November 4 or after system transfers all the account history.
- If you download your account activity to an accounting program: your history will also be deleted and will re-start on November 5. Be sure to download everything you need by November 4 or after system transfers all the account history.
- Pay all bills that are due on or before November 7, before November 4.

INTERAC® e-Transfer

INTERAC e-Transfer service will be unavailable from 4 pm on Friday, November 4 until 9:00 am on Monday, November 7.

- e-Transfer payments sent on or before November 5 — both outgoing and incoming — will not be processed until after service is restored on November 7.
- Check your e-Transfer ‘Pending’ list and ensure your recipients have accepted their payments by November 4, or advise them that they'll have to wait until service is restored on November 7. You may want to print or copy your pending list in case you have to follow up after conversion.
- Accept all e-Transfer payments that have been sent to you on or before November 4, or be prepared to wait until service is restored on November 7.
- Your e-Transfer Recipient List will be lost and will have to be re-entered on or after November 7. Be sure to print, copy or take a photo of your list before November 5 (you can print your list by right-clicking on it).
- Your online history of e-Transfer payments sent and received before November 5 will be lost. Your last seven months’ history will be available in your online e-statements but you may want to print or copy your history before November 5.

Logging in to Online Banking the first time on or after November 7

- 1

Clear the browser’s cache (cookies) on your computer, to delete previously saved passwords and user names. If you’re not sure how to do this, Google can help.
- 2

Go to CCU’s ‘full’ website at compasscu.ca You’ll know you have the Full Site when you see a login page with white background , as shown in the image below.

If you’re using a smartphone or tablet, you may need to scroll to the bottom and select ‘Full Site’ in order to successfully log in the first time.

You cannot use the myCCU App for this process.
- 3

Your new Login ID is the Personal Access Number (PAN), which is the 19-digit number on the front of your CCU Debit Card. After you’re set up, you can save this number under ‘Add a Memorized Account’ so you don’t have to enter it every time.
- 4

Your default password is 8 digits long: it is the last 4 digits of your Social Insurance number, followed by your month and day of birth. example: 1234MMDD.
For business accounts your default password is: your 8 digit member number. example: 17189000
(Business members may need to contact their branch for their member number.)
When you have entered your PAN and default password, click the **LOGIN** button.
- 5

You will be asked to read the Direct Services Agreement and agree to it by scrolling to the bottom and entering your 8-digit default password (see 4, above) and clicking ‘I Agree’.
- 6

You will now need to choose a new secure password
 1. Enter the same 8-digit default password in the Current Password field
 2. Choose and enter a new secure password
 - must be 9 to 30 characters
 - must have numbers and letters
 - must have at least one upper case and one lower case letter
 - must have one special character (! @ # \$ %)
 3. Re-enter your new password in the ‘Verify New Password’ field and click ‘Submit’
- 7

Following the on-screen prompts, select your new Personal Verification Questions , enter your answers and verify that they are correct. And... you’re done !

Login

[Browser Requirements](#)

Compass Credit Union has added new Increased Authentication features to the login process. These features provide members with an additional layer of protection. Please login to set up the new security features.

[Tell me more about the set up of the new security features.](#)

Please login by entering your Login ID and Personal Access Code (PAC).

If you have forgotten your Personal Access Code (PAC) or do not have one, please contact your credit union.

Our Enhanced Security feature helps protect your privacy when using a shared or public computer. Select Help to find out more.

Login ID

Access Code (PAC)

Login

[Add a Memorized Account](#)

For technical assistance please call 204-729-4800 or email info@compasscu.ca Monday to Friday 9:00am - 5:00pm. For assistance after hours please call 1-888-273-3488 toll free or email [Technical Support](#).

MEMBERDIRECT is a registered trademark owned by Credit Union Central of Canada, used under license.

If you’ve followed these instructions but have not been able to log in successfully after two attempts, please call or visit your branch for more detailed instructions.



For more information, visit your branch or compasscu.ca

For more information, visit your branch or compasscu.ca

1016 Rosser Ave
204-729-4800

742 18th Street
204-729-4820

24 Main Street
204-636-7771