

Banking System Conversion

Welcome to Innovation Federal Credit Union! We're so thrilled to have you officially join us when we add all ABCU Credit Union (ABCU) members to our banking system. **We expect this to occur April 24th to 26th (dates subject to change).**

Trust that we are working hard to provide you with the most seamless transition to our banking system as possible. Here are some important updates and timelines. Remember to view your February statement or visit <https://www.innovationcu.ca/abcu-merger.html> for product mapping details. You can also find important FAQs on our website using the link above.

Reminders

Dates are subject to change. We will share exact timing with you soon.

April 1st

- ✔ Our newly merged credit union will be called **Innovation Federal Credit Union**.
- ✔ The merged credit union is a member of the **Canada Deposit Insurance Corporation (CDIC)**. Alberta CUDGC deposit insurance coverage will end, and CDIC deposit insurance coverage will begin. Be sure to visit <https://www.innovationcu.ca/abcu-merger.html> for more details on your coverage including transitional coverage for 180 days after the official merger date.

April 24th to 26th

- ✔ Your existing **ABCU accounts will automatically transition** to Innovation products.
- ✔ Your existing **ABCU mortgages, loans, lines of credit, overdraft protection, and investments** will also transition to Innovation's banking system.

April 27th

- ✔ Your **new statement cycle dates** will be the 18th of the month and month end instead of the 15th, 23rd, and month end.
- ✔ You'll begin to receive **low balance alerts** if we have your mobile phone number and/or email address. Federal credit unions are required to let you know if your account balance or line of credit/overdraft protection balance falls below an amount you set (or \$100 by default). The alert helps you avoid fees and reduce fraud.
- ✔ You'll begin to receive **investment renewal notices** both 21 days and 5 days before your investment renews.



FOR HELP
Before conversion, call 1.888.929.7511
After conversion, call 1.866.446.7001



What Will Stay the Same

- ✔ There will be no changes to your account number.
- ✔ You can still use your ABCU cheques after the conversion.
- ✔ You can still use your Collabria credit card and related websites/apps after the conversion. You'll hear directly from Collabria at a later date about card transitions.
- ✔ You can still use your ABCU debit card after the conversion. You'll receive a new Debit Mastercard® card in May. You'll hear from us soon with further details.
- ✔ Your Edmonton and Beaumont branches will remain open and keep the same hours of operation.
- ✔ You can still deal with the friendly ABCU staff you've grown to know and trust.
- ✔ You can use any ding free® ATM in our national credit union network surcharge-free.
- ✔ Your Direct Deposits from your workplace and the Government will transfer to Innovation's banking system.
- ✔ Your pre-authorized payments will transfer to Innovation's banking system.

Problems?

If you have any issues such as card declines or missing payments, please contact Innovation **after the banking system conversion** at 1.866.446.7001.

Coming soon!

Your Innovation Debit Mastercard® card will arrive in May.



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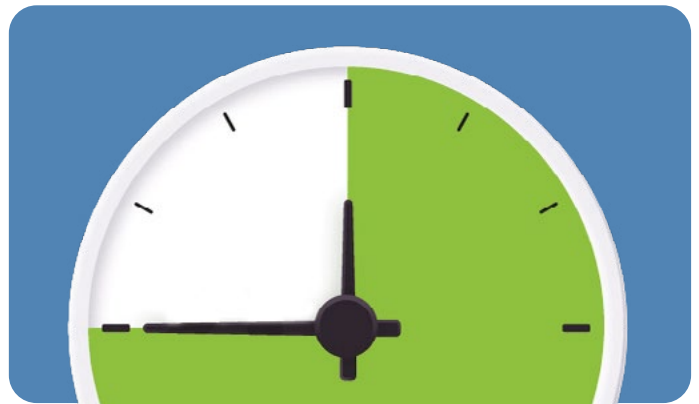
Important Preparation for Digital Banking

Please Complete Before April 24th

- ✓ Take notes/screenshots of all your **Interac e-Transfer® recipients** from your digital banking/mobile banking app. You'll need to re-add your recipients to Innovation's digital banking.
- ✓ Take screenshots of any wanted **Interac e-Transfer® transaction history**. Transfer history will not transfer over.
- ✓ Delete your **Interac e-Transfer® Autodeposit** registration. This will prevent transfers from being rejected after the merger. Learn how in our FAQs: <https://www.innovationcu.ca/abcu-merger.html>
- ✓ You will need to view past statements for any **bill payment transaction descriptions**. The descriptions will not transfer over.
- ✓ Take note of any **account nicknames/custom descriptions**. They will not transfer over.
- ✓ Take note of any **banking alerts** you have in place. They will not transfer over.
- ✓ Take note of any **future-dated CRA payments**. You'll need to re-create them in Innovation's digital banking; they will not transfer over.
- ✓ Take note of the business numbers under your **CRA bill payees**. You'll need to re-create these payees; they will not transfer over.
- ✓ Seven years of **e-statements** and one year of **transaction history/viewing** will transfer to Innovation's digital banking.

Need help?

If you need help with any of the above items, please call ABCU at **1.888.929.7511**.



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Timelines & Impacts

DATES SUBJECT TO CHANGE

April 20th

- ✔ You will no longer be able to send *Interac* e-Transfer® transactions. This is to ensure there isn't anything pending that will be lost during the conversion process.
- ✔ Autodeposit will be disabled. You will have to accept transfers manually.

April 21st

- ✔ Your *Interac* e-Transfer® Autodeposit with ABCU will be de-registered.

April 22nd

- ✔ You will no longer be able to use the Request Money feature on *Interac* e-Transfer®.
- ✔ You will no longer be able to access the Send Us a Message button in ABCU's online banking/mobile app.

April 23rd

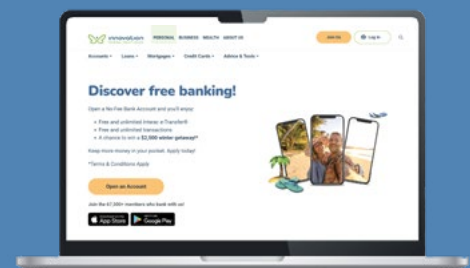
- ✔ Any pending *Interac* e-Transfer® transactions will be cancelled.
- ✔ Any monthly maintenance charge or statement print charge you normally incur on the 23rd will not be charged. On April 30th, Innovation will charge applicable service charges/fees.

April 24th to 26th

- ✔ We will return funds for any cancelled *Interac* e-Transfer® transactions.
- ✔ Your ABCU mobile banking app and online banking will be unavailable.
- ✔ You may experience service disruptions with your ABCU debit card (point-of-sale transactions, ATM withdrawals). Please have cash or a credit card on hand during the conversion.
- ✔ Any automatic, scheduled or recurring payments scheduled for the weekend will not occur until after the conversion.
- ✔ Any Direct Deposit transactions scheduled for the weekend will not occur until after the conversion.
- ✔ You will not receive any banking alerts you have in place.

Timing

Stay tuned to www.innovationcu.ca for exact dates as well as start and estimated end times of the conversion.



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Member Rewards

April 24th to 26th

During the banking system conversion, we'll create a Member Rewards account for you.

- ✔ This is where your \$5 member share is stored.
- ✔ This is where future Innovation equity allocations and cash dividend payments will be made.

As part of the Amalgamation Agreement between ABCU and Innovation, there is a condition that ensures no ABCU shareholder holds more than five (5) ABCU Shares at the time of the merger. Subject to regulatory approval from the Alberta Credit Union Deposit Guarantee Corporation, ABCU will redeem any common shares held by a member that exceed the required \$5 statutory member share prior to the amalgamation date of April 1, 2026 (Effective Date). The excess common shares will be transferred to a savings account with ABCU before the Effective Date.

NOTE: Because the interest you earn on savings accounts is considered investment income according to CRA tax rules, you may receive a T5 slip for any earnings over \$50 next year.

Tell me more about Innovation's Member Rewards

Member Rewards is a profit sharing program where you can earn cash rewards for everyday banking. The more banking you do with Innovation, the more you'll earn. Innovation members have earned **over \$52 million** since 2007!

You can earn Member Rewards in three categories:

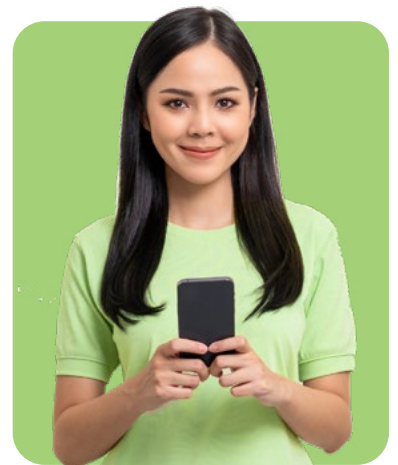
1. Monthly cash rewards for **digital banking** transactions
2. Quarterly profit-sharing cash rewards, upon Board approval, for **loans and savings**
3. Quarterly **youth rewards**, where youth ages 18 and under earn \$10 cash, upon Board approval

To learn more about the program, visit

<https://www.innovationcu.ca/about-us/responsible-banking/rewards.html>

Your Security is Important

We are committed to maintaining the highest standards of security and confidentiality for our members' data during the banking system conversion. Both our organization and our trusted third-party vendors consistently adhere to strict security protocols to ensure that personal information remains protected throughout every stage of the transition.



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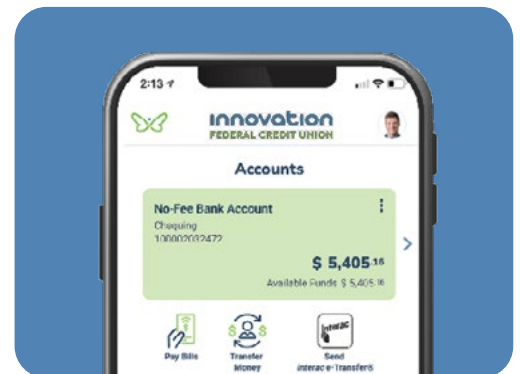
When Conversion is Complete

Updates

- ✓ Update your ABCU website bookmarks to <https://www.innovationcu.ca>
- ✓ Update your ABCU digital banking bookmarks to <https://banking.innovationcu.ca>
- ✓ Note that Innovation's toll-free number is 1.866.446.7001
- ✓ Note that Innovation's email is webmail@innovationcu.ca. If you deal with any ABCU staff member directly, their new email address will be firstname.lastname@innovationcu.ca
- ✓ Remove ABCU's mobile banking app from your phone.
- ✓ Download Innovation's mobile banking app by searching Innovation Federal Credit Union at your favourite app store. You'll earn cash rewards for simple transactions!
- ✓ Unfollow ABCU on social media and follow Innovation for important future updates:
 - Facebook: <https://www.facebook.com/innovationcu/>
 - Instagram: <https://www.instagram.com/innovationcu/>
 - X: <https://www.twitter.com/InnovationCU/>
 - LinkedIn: <https://www.linkedin.com/company/innovation-credit-union/>
 - YouTube: <https://www.youtube.com/innovationcu/>

Get Ready to Log In!

You can choose to enroll in digital banking on your computer or using Innovation's mobile banking app -- whatever your preference!



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When Conversion is Complete

How to Log Into Digital Banking for the First Time

- ✓ Enter your current ABCU username and password. Select the Login button.
- ✓ Create a new username and password. Here are the password requirements:
 - Minimum of 10 characters
 - Minimum 1 letter
 - Minimum 1 number
 - Minimum 1 special character
 - Minimum 1 uppercase and lowercase letter
- ✓ Select the Continue button.
- ✓ Confirm or enter your mobile phone number.
- ✓ Confirm or enter your email address.
- ✓ Choose Proceed to Login button.
- ✓ Login using your new Username and Password.
- ✓ You'll receive a verification code by text message. Please enter the code and choose the Confirm button.
- ✓ Read and accept the Electronic Services Agreement.
- ✓ Adjust or accept your low balance banking alert settings.

You're now ready to bank digitally!

NOTE: Every joint account holder will need to go through the digital banking enrollment process. It is based on user not account.

For Additional Help

- View how-to videos: <https://www.innovationcu.ca/personal/advice-tools/how-tos.html>
- Read Innovation's FAQs: <https://www.innovationcu.ca/help/faqs.html>
- View our merger FAQs: <https://www.innovationcu.ca/abcu-merger.html>



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When Conversion is Complete

Interac e-Transfer® Steps & Details

- ✓ Re-enroll in *Interac e-Transfer*®. See our FAQs to learn how:
<https://www.innovationcu.ca/abcu-merger.html>
- ✓ Add all your recipients. See our FAQs web page to learn how.
- ✓ Re-register for Autodeposit. See our FAQs web page to learn how.
- ✓ Re-create any Request Money or transfers that were cancelled. See our FAQs web page to learn how.
- ✓ **When accepting an *Interac e-Transfer*®:**
 - Select the Search button from the Interac notice and enter “Innovation Federal Credit Union”.

Account Nicknames

- ✓ Re-create any account nicknames you had. See our FAQs web page to learn how.

CRA Payments

- ✓ Access CRA filing history through the CRA website. CRA filing history will not transfer over.
- ✓ Re-create CRA future-dated transactions.
- ✓ Re-create CRA business bill payees.

Banking Alerts

- ✓ Re-subscribe to receive banking alerts. See our FAQs web page to learn how.

Business Delegates

- ✓ You can create delegates to conduct digital banking for your small business. See our FAQs web page to learn how.

Welcome to Innovation!

Thanks again for supporting the first-ever Canadian interprovincial credit union merger. Please reach out at any time with questions, concerns, or any financial needs you have. We can't wait to help you!



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