



June 1, 2020

ATTENTION: All Belgian-Alliance Credit Union Members

BANKING SYSTEM CONVERSION NOW SCHEDULED FOR JUNE 30-JULY 3, 2020

For over a year the Belgian–Alliance Credit Union has been working on preparing to move to a new banking system to replace the one currently being used. This advanced banking system will allow us to provide new products and services for our members and operate more efficiently. The change in banking systems will mean that all services will be unavailable for a few days while we convert and that all members will have to choose a new password for their Online Banking after conversion.

Originally planned for March 31 to April 3, 2020, this conversion was postponed temporarily because of COVID-19 pandemic concerns. The BACU Board of Directors and Management did not wish to create any additional stress or hardship for members at that time, particularly when all members were being encouraged to use distance delivery services as much as possible.

Due to the positive results to date in Manitoba with the pandemic control and prevention, BACU has decided to re-schedule the banking system conversion for June 30, 2020. Beginning at 4 p.m. on June 30 and continuing until 9:30 a.m. on July 3, all electronic services such as Online Banking and e-Transfers will be unavailable. All BACU MemberCards (debit cards) will not work at any ATM or any retail Point of Sale (POS) machine for that period. All BACU branches and BACU ATMS will be closed from 4 p.m. on June 30, July 1 and July 2 and will re-open at 9:30 a.m. on July 3. Please ensure you have cash on hand or an alternate payment method available such as a credit card for that period. On or after July 3, all members will be required to log into the full site for Online Banking using their PAN # (the 19-digit number on your MemberCard) and a default password. Once logged in, you will be required to choose a new password and re-enter your e-Transfer information.

Please read the enclosed document carefully, which provides much more detail on what to do to prepare for the conversion and how to log into Online Banking with your default password after the conversion.

Thank you for your understanding as we work through this difficult time together. If you have any questions please call your branch or go to www.belgianalliancecu.mb.ca for more information. If you require additional assistance, we will be happy to help you in-branch however, social distancing protocols will be in place to protect our Staff and other Members.

BACU Management Team