

FREQUENTLY ASKED QUESTIONS

I HAVE BEEN NOTIFIED THAT MY BANKING INFORMATION IS CHANGING. WHAT DOES THIS MEAN AND WHAT SHOULD I DO ABOUT IT?

Community First has recently been notified by the Canadian Payments Association (CPA) that it will be required to change its member facing financial institution and transit number to align with standard payment processing for Credit Unions. This requirement by the CPA will mean that members will need to transition their current banking information set up with any pre-authorized vendors to the new financial institution and transit number. To begin the process we have issued an automated notice of change to all pre-authorized vendors to help support members through this transition.

Members should be advised that they may be contacted by their pre-authorized vendors (including direct deposits and pre-authorized debits) to confirm changes. Please be aware that if the vendor is contacting you they will already have the correct information as provided by Community First.

If you are contacted you should confirm that this was a request by Community First.

WHERE DO I GET THE NEW BANKING INFORMATION IF I AM SETTING UP A NEW DIRECT DEPOSIT OR PAYMENT?

If you are setting up a new Direct Deposit or Preauthorized Payment from your account, please stop by one of our branches or contact our **Service Excellence Centre** to provide you with the updated information.

DO I HAVE TO NOTIFY MY VENDORS I HAVE SETUP WITH AUTOMATED PAYMENTS AND DEPOSITS?

Community First is working diligently behind the scenes to make this a seamless process for our members. At this time, there is no requirement for you to initiate any changes on your own.

You will be contacted directly if we require your support to update any of your banking information.

WILL THERE BE ANY INTERRUPTION TO MY CURRENT SERVICES?

At this time members can expect no interruption to their current banking services.

CHEQUES:

You can continue to use your existing cheques until March 31st, 2018. However, if you are using cheques to arrange for new pre-authorized debits or credits or require a new supply of cheques, it is important that you visit your branch of Community First or contact the **Service Excellence Centre** to obtain the correct banking information.

PAYROLL OR DIRECT DEPOSITS:

There will be no interruption to your payroll or direct deposits. Community First is working diligently behind the scenes to make this a seamless process for our members. At this time, there is no requirement for you to initiate any changes on your own.

You will be contacted directly if we require your support to update any of your banking information.

PREAUTHORIZED PAYMENTS

There will be no interruption to your preauthorized payments. Community First is working diligently behind the scenes to make this a seamless process for our members. At this time, there is no requirement for you to initiate any changes on your own.

You will be contacted directly if we require your support to update any of your banking information.

WILL MY ACCOUNT NUMBER CHANGE?

No, your account number will not change. The only change is the financial Institution and transit number that direct your payrolls, automatic payments and cheques to Community First.

EXISTING ROUTING NUMBER

Financial Institution Number	Transit Number
834	00012

NEW ROUTING NUMBER

Financial Institution Number	Transit Number
828	03832

Members are encouraged, as always, to protect their banking information and never provide their banking information by e-mail or phone. We encourage you to protect yourself and your personal information. **Click here for more information.**

Please continue checking for further communication and direction on next steps.