



Renovation Update - Biggar Branch Member Services Area

If you have been in the Biggar Branch lately you may have noticed a few changes. We thought it was worth a look back at the previous versions of the Member Services Area to highlight the changes.

In 2014 the credit union had a major renovation that lasted close to a year. When we re-opened after the renovations, we had an open concept MSR area. Our members liked the look of it, but some of the feedback we received was that it felt too open. Some members believed that there was a lack of privacy with the layout of the MSR stations.



This year a smaller renovation was undertaken in the Member Services Area.

Why did we need the renovation? We take our members' concerns about privacy very seriously. When it was time to change the workstations, they were designed with privacy in mind. After seven years of wear and tear the old workstations and counters were, if not falling apart, then close to it (broken corners, loose counter pieces, sharp edges to catch clothing and fingers). The decision to renovate this year was made primarily because the equipment that is used daily by our MSRs is obsolete. Without replacing that equipment we could not continue to serve our members as new parts for the old equipment are not available. The new equipment would not fit under the existing workstations and so a renovation was needed.



We are currently renovating the Landis Branch, where we are able to reuse some of the counters and workstations that were removed from the Biggar Branch.



Annual General Meeting*

*with a forecast of what's coming in 2022
including an exciting announcement*

Online Wednesday,
March 23 7:00 PM

To attend find a link to the **Teams Virtual Meeting**
at biggarcu.com



New Online Banking and New Mobile App Update

We are pleased to announce that the new online banking system and mobile app will be launching on June 14th. The new system will give our members a better experience with state of the art online banking and features they have been requesting.



New features include:

- Self-serve Forgot Password and Username give you the ability to **reset your own password anytime 24/7/365**
- Unique username for easy access. No more entering a long number each time you login.
- Additional Alerts for immediate notifications. This is another level of online security.
- Download a void cheque for banking information for employers or any direct payments.
- Secure messages provide an additional communication channel between Biggar & District Credit Union and our members.
- Small Business features give business owners more control over who can access their accounts, including access for staff and accountants.

Pre-Launch Actions

To ensure a smooth transition to our new online banking platform please follow these steps:

- 1. Update your contact information** You will be using your email address or cell phone number that is on file to on-board to the new online banking platform. If your information does not match what we have on file, you may have trouble accessing your digital banking.

To verify the information you have on file, please contact us in one of the following methods:

- Call us at 1-306-948-3352
- Stop in at one of our three branches: Biggar, Landis or Perdue
- Email us at Info@biggarcu.ca
- Be sure to include your full name and date of birth

- 2. Sign in to the current version of online banking** If it has been a while since you have signed in to your online banking, we suggest you try it out! If there are any issues with your sign-in, it is best to get it all sorted before we transition to the new platform.

- 3. Tidy up your Interac e-Transfers** For the best experience in the transition, we recommend you take the following steps to tidy up your e-Transfers:

- Accept any incoming transfers and send outgoing e-transfers needed prior to June 13
- Delete any recipients that you no longer need in your list of payees
- Screenshot or print out a list of your e-Transfer payees, just in case it does not carry over to your new digital banking profile
- Print your Interac e-Transfer payment history. This information will not carry over to the new platform. If you require this please be sure to print it prior to June 13th

Biggar & District
— Accounting Services —

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Gearing up for busy season?
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March 15 - April 30, 2022
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