

## Important Information for Venture Credit Union Members

As early as January 17, 2025, Venture Credit Union will be making changes to our online, mobile, and in-branch banking systems to serve you better. As part of this transition, all members will be assigned new Member ID numbers to log in to Online/Mobile Banking.

A letter containing your new Member ID and actions you can take to prepare for the system upgrades was scheduled to be delivered by mail in the coming weeks. However, because of the current Canada Post service disruption, these mailings may be delayed.

To ensure you have the information you need to make this transition as seamless as possible, you can visit a branch of Venture Credit Union where we can provide you with a copy of your letter. Please review the information below for details.

**Chance to  
Win \$500\***

Given this transition is time-sensitive, and we recognize the inconvenience, all members who pick up their letter by **December 24, 2024** by visiting or contacting their branch will have their name entered into a draw for a **\$500 gift card** of their choosing (one per branch), to be drawn on close of business on December 24, 2024!

This information is only available to account holders on the specific account.

**\*Terms & Conditions Apply**

### System Upgrade Details

- As early as January 17, 2025, we are making changes to our online, mobile, and in-branch banking systems to serve you better.
- There will be a brief interruption to your banking services during the upgrades. Your letter will include a Weekend Upgrades Schedule outlining the dates and times of expected service impacts.
- Immediately following the upgrades, you will have a new Member ID that will serve as your online and mobile banking login ID. Your new Member ID will be included in your delayed letter, but you can also request it by visiting or contacting your branch or by using the Member ID lookup tool, which will be available on the login page of online and mobile banking immediately after the upgrades.

### How to Start Preparing

- Included with your letter will be an Information Insert to guide you through important steps you can take before and after the system upgrades as well as anticipated member impacts.
- Your **email address is key** to using the Member ID lookup tool. [Contact us](#) to make certain your email address is on record with Venture Credit Union before the system upgrades.
- To stay up to date with the latest news of our upgrades to banking visit <https://honestmoney.ca/venture>

### Contact Information

- We're committed to serving you during this transition and beyond. Together, we're building better banking for our members and our communities. If you have any questions, please reach out by visiting or calling your local branch, or email [admin@venturecu.ca](mailto:admin@venturecu.ca)