

CHECKLIST TO REVIEW AFTER THE COMPUTER BANKING SYSTEM UPGRADE

We have prepared the following checklist to follow after the banking system upgrade takes place.

On or after Thursday November 22nd:

- Login to online banking using instructions on page 16 in the "A Roadmap For Members" booklet you received in the mail. If you require assistance, call our Contact Centre at 1.855.670.0510 or use our toll free 24-hour support line for online banking: 1.877.251.5235.
- If you do not have a MemberCard and have access to online banking, please call our Contact Centre at 1.855.670.0510 and press "1" for your new login instructions.
- Login to telephone banking using instructions on page 18 in the "A Roadmap For Members" booklet you received in the mail. Please note that the menu for telephone banking has changed so please take time to listen to the new prompts.
- Mobile apps (version 13.130) are available for download. Visit the Google Play store for the Android app and the Apple store for Apple App.
- Check your balances on all of your accounts for peace of mind.
- Check that all pre-authorized payments, future-dated payments, electronic deposits, e-transfers and wires are correct.
- If you receive wire transfers, you will need to contact the sender and provide them with your updated account information.
- Visit www.kawarthacu.com and watch our Twitter feed for updates and information you may need to know.

Please keep in mind the following:

Electronic deposits and pre-authorized payments will no longer be cleared in 1-3 business days. They will now clear on the date they are due.

Account numbers will change and you will be given a unique member number. It is not anticipated that you will need to submit changes for direct deposits, pre-authorized payments, scheduled transfers or bill payments and you will not need to order new cheques.

Monthly statements will now show all of your accounts and holdings, including loans and investments, in one easy to understand, consolidated format.

The naming and listing of accounts will differ on online and mobile banking and on Kawartha ATMs. Information for all of your related accounts will now show under your new member number.