



We're preparing for another major milestone in our merger — connecting all three credit unions onto one Prosperity banking system.

For legacy Cypress Credit Union members, this change includes a few important steps before and after the merger weekend to ensure a smooth transition.

BEFORE



Here's what you can do now to get ready and ensure a smooth transition:

- **Deposit any cheques** using the Cypress app that you'd like to process before the banking system merger.
- **Plan ahead for payments:**
 - Pay any **bills due November 22–24** by **November 19** to avoid delays.
 - Complete any critical banking transactions before **5:00 p.m. on Friday, November 21**.
 - Delete or reschedule any **future-dated CRA bill payments** — these will not carry over to the new system.
- **Update your contact information:** Make sure your **cell phone number and email address** are current with Prosperity. You'll need these for onboarding and future sign-ins.
- **Be prepared:** While we expect your **debit card to work as usual** during the banking system merger, it's a good idea to have **an alternative payment method** (like cash or a credit card) available, just in case there are short service interruptions.

eTransfers:

- **Sending INTERAC® e-Transfer**
 - The ability to send an e-Transfer will shut down on November 19th at 9:00pm CST, and any outgoing unaccepted e-Transfers, by the recipient, will be cancelled and returned to your account.
- **Incoming INTERAC® e-Transfers**
 - Notifications received must be deposited prior to Friday November 21st at 5:00pm or after November 24th in the new Prosperity system.
- **AutoDeposit**
 - All AutoDeposits set up for incoming e-Transfers will be disabled on November 19th at 9:00pm CST.
- **Save your e-Transfer contact list** (emails or phone numbers) so you can easily rebuild it later. You can do this by taking screenshots of your contacts on your phone or copying them into a document on your computer to reference later.

CRA Business Taxes (Pay Corporate Taxes) – if applicable

Account numbers and history will not carry over to the new Prosperity system. If you've paid business taxes through desktop digital banking, you should download this information prior to November 21st at 5:00 pm. If history is not downloaded, you will still be able to see the transaction in your account history, just not the data saved in the CRA business taxes section of digital banking.



DURING THE MERGER WEEKEND

SATURDAY	SUNDAY
NOV 21	NOV 23

While we're connecting our systems:

- **Digital and mobile banking** will be unavailable from Friday evening until Sunday or early Monday.

MONDAY
NOV 24

AFTER THE MERGE

Once our upgraded Prosperity system is live, you'll need to **re-onboard into Prosperity Digital Banking.**

Here's what to expect:

- You will need your existing **debit card number, date of birth and cell number or email address on file at your branch** to log in for the first time.
 - If you're unsure of your debit card number, please contact your branch.
- Delete your old **Cypress Mobile App** and download the **Prosperity Credit Union App.**

Other Important Post-Merge Actions

- Recreate your **INTERAC® e-Transfer Profile, Contacts, AutoDeposit Settings, and "Request Money" features.**
- Recreate your **CRA profile** and any **future-dated CRA payments.**
- Re-add any **delegates** for business or organization accounts. Share the userID and password with your delegate.
- Explore **new Prosperity features**, including:
 - The option to **opt in or out of paper statements.**
 - **Mobile Wallet** functionality for debit cards — new for Cypress members!

Need Help?

If you have any questions or need support, our team is here for you. You can:

- Call us at **1-306-882-5571**
- Visit us online at: **www.prosperitycu.ca/ccu** for more helpful information
- Call or visit your Prosperity branch during regular business hours