

TRANSITION WEEKEND READINESS

We're getting ready to complete the final stages of our merger over the weekend of October 18 to 20. During the transition, all banking services including online banking and debit card/ATM transactions will be unavailable as we transfer Momentum accounts to FirstOntario's banking system. On Monday, October 21, all banking services will resume.

IMPORTANT DATES AND PLANNING TIPS FOR MEMBERS

October - What to expect

New FirstOntario Debit Mastercards® will be mailed to current debit card holders and online banking users. A second letter will follow with a temporary PIN. Keep the card and PIN safe until October 21 when your card will be activated. If you don't receive your new card and temporary PIN by October 11, please contact your branch. As a reminder, once the transition is complete, Momentum Upper James members will transition to FirstOntario's (1550) Upper James location – but members can visit any one of our 27 branches to take care of your banking needs.

Business members can pick up their new cards at any FirstOntario branch as of October 21.

Online banking temporary personal access codes (PAC) will be mailed out separately. Members will need this to set up a new online banking profile. Please note that FirstOntario's online banking platform requires a debit card number to log in.

Transaction history prior to October 18 will not be available in online banking as of October 21. Members can request statements to review transactions before transition weekend, if needed.

October 16 - Important details about e-Transfers

This is the final day to send or receive *Interac* e-Transfers to and from your Momentum account before the transition weekend. Be sure to record your e-Transfer recipients (including email and phone numbers) as they will not appear in FirstOntario's online banking.

October 18 - Banking services will be unavailable as of 5 p.m.

Branches close at 5 p.m. All banking services including debit card transactions (ATM and point of sale) and online banking will be unavailable at that time. Existing Momentum debit cards will be deactivated. Telephone banking services will be discontinued permanently. Prior to 5 p.m., ensure all regular banking transactions are completed. It is strongly recommended that members withdraw cash or have other means of payment available over the weekend.

- *Any pending e-Transfers that were sent from your Momentum account will be cancelled and funds will be returned if not accepted by this date.*

October 18 to 20 - Transition weekend

Momentum branches will be closed. All banking services will be unavailable and members will not have access to accounts.

October 21 - Transition complete. Welcome to FirstOntario Credit Union!

- Momentum's Upper James location will relocate to FirstOntario's (1550) Upper James branch and the Maple Grove branch will reopen as our newest FirstOntario location to serve members. Accounts and banking services will be available. Momentum members now have access to all FirstOntario locations, products and services.
- New FirstOntario Debit Mastercards will be activated and ready to use.
- Your temporary PIN will work. Visit a FirstOntario branch/ATM or THE EXCHANGE Network® ATM to create your new PIN.
- Business members can visit any FirstOntario branch to get a new FirstOntario Debit Mastercard.
- FirstOntario's online banking service will be available. Use the number on your FirstOntario Debit Mastercard and your temporary personal access code (PAC) to log in.
- Set up your new online banking profile. Go to FirstOntario.com and click LOG IN on the top right corner of your screen. Follow the instructions you received with your temporary PAC.
- Change your PAC. When you log in to online banking for the first time, you will be asked to change your temporary PAC (requirements will be displayed).
- Download FirstOntario's mobile banking app through the App Store or Google Play. If you have the Momentum Credit Union app, you must delete this first.
- Momentumcu.ca will redirect members to FirstOntario.com for online banking access and news and updates on products, services and promotions.

If you have questions, connect with our branch team and visit Momentumcu.ca for updates. As of October 21, FirstOntario's Member Service Centre will be available at 1-800-616-8878.

Sincerely,



Randy Murray
Senior Vice President, Member Experience & Retail Banking
FirstOntario Credit Union

FREQUENTLY ASKED QUESTIONS

Beginning at 5 p.m. on Friday, October 18, we will be transferring Momentum accounts to FirstOntario's banking system. During the transition, members will not have access to their accounts and all banking services – including online banking – and debit card/ATM transactions will be unavailable. On the morning of Monday, October 21, banking services are expected to be available and members can visit any one of our 27 branches.

DURING TRANSITION WEEKEND

Can I send or receive *Interac* e-Transfers during the transition?

There will be service disruptions affecting *Interac* e-Transfers. The last day to send or receive e-Transfers to or from your Momentum account will be October 16.

Contact any recipients to receive or accept any pending e-Transfers that were sent from your Momentum account and not deposited before October 18. Pending e-Transfers that haven't been accepted by October 18 will be cancelled and funds will be returned. Fees will not be refunded. Cancelled e-Transfers will need to be re-created after October 21.

Make a note of your e-Transfer recipients and their contact information (these will need to be set-up again after October 21). Also note e-Transfer history as this will not be available after the transition.

What happens to pre-authorized payments/direct deposits scheduled during the transition weekend?

Any pre-authorized bill payments/transfers, mortgage payments and direct deposits scheduled during the transition will be processed by October 21. Please make sure you have enough funds in your account to cover the payment.

What will happen to my pay cheque that I am expecting during the transition?

If you are paid by pre-authorized direct deposit, it will be processed by October 21. If you receive a physical pay cheque, please deposit it into your account once the transition is complete.

Will my loan payments and mortgage payments be processed?

Preauthorized loan/mortgage payments will be made. Payments scheduled during the transition will be processed by October 21.

What do I do if my mortgage is renewing after the transition weekend?

Members with mortgages that are maturing will be contacted by FirstOntario for assistance with renewals.

Can I send or receive wire transfers during the transition?

No you cannot. Please arrange for these either before or after the transition.

AFTER THE TRANSITION IS COMPLETED

Will my account number(s) change?

Yes. All account numbers will change. New numbers will appear on account statements after October 21.

Will my account plan change?

Momentum personal chequing accounts will be switched to FirstOntario's *Premium* plan. As a welcome to members to FirstOntario, the monthly account fee will be reimbursed until the end of January. Following the initial welcome offer, members can continue to have the fee waived by maintaining a minimum monthly direct deposit or minimum daily balance. Savings accounts will move to a comparable FirstOntario plan. You can change your account any time once the transition is complete.

Momentum business members who have a chequing account will be moved to FirstOntario's *Business Convenience* plan and the monthly account fee will also be waived until the end of January.

Will service fees and charges be different?

Once the transition is completed, FirstOntario fees and charges will apply to all products and services. Current service fees are attached in this package for your reference. You can also view all fees related to personal and business chequing and savings accounts at FirstOntario.com/fees.

Will telephone banking services be available after the transition?

FirstOntario does not offer telephone banking and therefore this service will be discontinued for Momentum members. Our Member Service Centre is available for support through 1-800-616-8878 and there are other options as well. Visit FirstOntario.com/WaysToBank to learn more.

Will Momentum phone numbers change?

Momentum phone numbers will be permanently rerouted to FirstOntario's system and therefore will not change.

What will happen to my pre-authorized debits and credits after the transition?

FirstOntario will transfer existing pre-authorized electronic debits and credits to new FirstOntario account(s). All scheduled pre-authorized bill payments/transfers, mortgage payments and direct deposits will be brought over – members will not have to set these up again.

What will happen with my current Aviso Wealth portfolio?

Your current portfolios were assigned to an Aviso Wealth advisor at FirstOntario as of August. The contact information for your new advisor will appear on your investment statements going forward. If you have any questions, call *FirstOntario Wealth Connect* at 1-800-616-8878 ext. 1700 or email Investments@FirstOntario.com. Please note you do not have to wait until after the transition to reach out regarding your investments, we are happy to hear from you any time.

**Mutual funds and other securities are offered through Aviso Wealth, a division of Aviso Financial Inc.*

Will I need to order new cheques?

Existing Momentum cheques can still be used and will process through your new FirstOntario account.

Will there be interest rate changes to Momentum loans, lines of credit, mortgages and MeritLines?

All existing rates, terms and conditions of Momentum lending will transition to the new FirstOntario accounts.

What should I do if I don't have a FirstOntario debit card?

If you are a current debit card holder and/or active online banking user and haven't received a FirstOntario Debit Mastercard by October 11, please contact your current branch. Business members will have to visit a branch after the transition to pick up their new debit card.

I have a new FirstOntario Debit Mastercard, but I lost my PIN. What do I do?

Please contact your branch for a replacement PIN.

I didn't get a temporary personal access code (PAC) for online banking, what do I do?

If you didn't receive a temporary PAC through the mail, please contact your branch on or after October 21. As a reminder, once the transition is complete, Momentum Upper James members will transition to FirstOntario's 1550 Upper James location – but you can visit any one of our 27 branches to take care of your banking needs.

When will I be able to see my account balances?

Balances should be caught up and available on October 21, when the transition is complete.

Will the transition impact printed statements?

As of October 21, new account activity and electronic statements will be available through FirstOntario's online banking service. Members may also opt in for mailed paper statements (service fee applies). Transaction history before October 18 will not appear in the new system. Members may want to consider requesting a copy of their Momentum account statements to review transactions that were completed before the transition.

What happens to my savings accounts, term deposits/Guaranteed Investment Certificates (GICs) and other investments?

These will all be transferred to FirstOntario's banking system during the transition.

Can Momentum members use all FirstOntario branches for their banking?

Yes. On October 21, Momentum members will be FirstOntario members and can visit any FirstOntario branch. Momentums' Upper James location will transition to FirstOntario's (1550) Upper James branch and the Maple Grove branch will reopen as our newest FirstOntario location.

You can also use FirstOntario's Personal Assisted Teller machine service where you can connect with a live teller via video to complete transactions and take advantage of extended business hours. These machines are located in all branches.

Our Member Service Centre is available at 1-800-616-8878 for support too. There are many ways to bank with FirstOntario. Visit FirstOntario.com/WaysToBank to learn more.

Does FirstOntario offer products and services specific to businesses?

Yes. FirstOntario has an experienced team of business banking professionals who deliver our full suite of products and services. We take a service first approach to ensure our business members have the tools, resources, and guidance they need to maintain strong financial health. From local associations to growing small businesses and beyond, all you need to do is book an appointment.

Does FirstOntario have a wealth department with additional investment products?

Yes. FirstOntario, in partnership with Aviso Wealth, has an experienced team of advisors who offer a wide range of investment options and advice for members. In addition, *FirstOntario Wealth Connect* provides easy access to a dedicated, centralized team of qualified Aviso Wealth advisors. They can be reached at 1-800-616-8879 ext. 1700, or at Investments@FirstOntario.com. Please note you do not have to wait until after transition to reach out, we are happy to hear from you any time.

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Where can I learn more about FirstOntario services?

Visit FirstOntario.com to find out more about the great products and services that are available to all FirstOntario members.

Fee Schedule

Account-related transactions and other services

Fees are applied on personal and business account transactions for services listed below. Fees are charged immediately upon transaction completion and are in addition to fees which may be charged by third-party service providers, other financial institutions (FI) and intermediary banks. FirstOntario is unable to identify such fees in advance. Fees are charged in CDN dollars except for U.S. accounts and incoming U.S. wire transfers where fees are applied in U.S. dollars.

ATM Network Fees Chequing and Savings Accounts			Wire Transfer (CDN, U.S. and International)		Safe Deposit Boxes and Night Deposit	
ATM type/location	FCU Fee	FI Surcharge				
THE EXCHANGE® Network ATM	varies by plan	no	Incoming	\$20	Small	\$50/year [†]
U.S. Allpoint Network ATM	\$0	varies by state	Outgoing up to \$20,000	\$25	Medium	\$75/year [†]
Interac® or non-THE EXCHANGE® Network ATM	\$3.50	yes	Outgoing \$20,000.01–\$50,000	\$50	Large	\$135/year [†]
U.S. Cirrus® or non-Allpoint Network ATM	\$3.50	yes	Outgoing \$50,000.01+	\$100	Extra large/jumbo	\$230/year [†]
International Cirrus® ATM	\$3.50	yes			Safe deposit box drilling	\$150 [†]
					Safe deposit box key replacement	\$25 [†]
					Business accounts — night deposit	\$45/year [†]
Cheques and Payment Processing			Record Keeping and Searches		Business Accounts Payment Stream AFT Fees	
Draft (official cheque) — CDN		\$10	Record search (minimum \$15 plus HST)	\$35/hour	Originator setup	from \$150
Draft — USD		\$8 USD	Letters and forms (member requested)	\$25	Additional originator setup	\$75
Draft — International		\$10	Bill payment trace/recall (within one year)	\$15	Transactions (debits and credits)	\$0.25
Certified cheque		\$10	Bill payment trace/recall (greater than one year)	\$30	Data entry — manual release	\$10/file
Cheque in foreign funds drawn on CDN account		\$25	Bank confirmation	\$25	Data entry — auto release	\$50/month
Foreign currency exchange (non-USD)		\$20	ATM/POS trace (min. transaction value of \$20)	\$15	File upload	\$10/file
Stop payment		\$18	Mastercard Network trace (min. transaction value of \$80)	\$60	Hard token	\$50
Post-dated cheque held for deposit		\$5	Dormant and Closed Accounts		Soft token	no charge
Non-sufficient funds (NSF)		\$50	Dormant account (annual fee)	\$30	Statement retrieval by FirstOntario	\$5
Overdraft exception item		\$50	Transfer account balance	\$20	Change request	\$1
Overdraft transfer/handling		\$10	Account closed within 90 days	\$25		
Overdraft protection fee		\$2.50	Card Services			
Transfer of funds by telephone		\$4.50	Debit card replacement (after one free per year)	\$5		
Charge back		\$10	Personal Lending Services			
Collection Item — CDN		\$20	<i>Additional fees may apply based on lending service details.</i>			
Collection Item — other currency		\$30	Loan or mortgage extension	\$40		
			Late payment fee	\$50		
			Mortgage transfer out	\$400		
			Mortgage discharge	\$400		
Registered Plans						
Registered product transfer out		\$100				
Settlement of registered plans for estates		fees may apply				