



## IMPORTANT NOTICE TO MEMBERS- COMTECH FIRE ATMs

November 12<sup>th</sup>, 2019

Early this morning we undertook a technology conversion which will result in the temporary loss of access to some of our Branch ATM machines. We are working with our provider to transition our machines at the branches to new software, in the next 7-10 days.

We expect the King Street Branch ATMs to be out of service until Thursday, November 14<sup>th</sup>. Danforth Avenue and Bank Street in Ottawa will be out of service until Wednesday, November 20<sup>th</sup>.

At our Creekbank location, we are moving ahead with a replacement ATM, which may take as much as 30 days to complete.

Members, as always, are welcome to enjoy our friendly branch service during working hours where we can handle all of your cash requirements. Members can also refer to the Exchange Network app to locate their nearest surcharge free ATM. You can refer to the Exchange Network website at [www.theexchangenetwork.ca](http://www.theexchangenetwork.ca), or download their app to your smartphone

Please rest assured that we are working to rectify this temporary issue and we will post updates as they become available.

We apologize for any inconvenience this may cause as we work to upgrade our services to our members.