



November 25, 2020

Dear Members:

Re: Permanently removing access to Personal Financial Management (PFM)

I want to let all of our members know that on December 10th, 2020, we will no longer be offering the Personal Financial Management (PFM) tools through our online banking and the mobile banking app. This feature will be permanently removed and all members will no longer be able to access these services.

What does this mean for you?

- You will no longer be able to access nor use PFM through online banking and the mobile banking app.
- You will no longer have access to PFM features like linking to external accounts, assets and liabilities outside of CVCU, transaction categories, spending and trends analysis, and budgeting.
- Your access to the rest of your online and mobile banking features will NOT be impacted. You can continue to bank with us as you normally do. All other features within MemberDirect online and mobile banking apps will remain the same.

Why are we doing this?

We want to provide a digital banking experience that better meets the banking needs of more of our members. It is for these reasons and because of PFM's ongoing performance that we made the difficult decision to end this service.

Over the coming year, we will be launching new online features and tools designed to enhance your digital banking experience so you can manage your finances easily, safely, and securely. We're excited for what's ahead, and we think you will be too.

If you have any questions or feedback, please contact us by phone or email.

Be kind and stay safe.

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