



More Services Now Available!

Dear Member:

Earlier this year, LFFCU made the decision to partner with PACE Credit Union to bring you, the valued members, a broader range of products and services. And with the December 1st, 2017 conversion to PACE's data system, access to these services is now available.

Here's what you need to know....

- Your branch will be closed during the conversion process December 4 to 7, 2017. If you require any assistance, please reach out to our contact centre 1-877-588-7223 or any of the other 17 locations, including our other London branch, listed on our web site pacecu.com.
- You will be issued a CIF (Client Information File) number. In most cases this CIF number will be your current member number. Any accounts that you use will be given a full account number which reside under your CIF. This differs slightly from your current member number with sub account system.
- Your membership share at LFFCU is \$200 and the PACE membership share requirement is \$175. \$25 will be moved from your share account and transferred into your savings account.
- Your statements will be available for you through on-line banking at pacecu.com. Simply call your branch to be set up with on-line banking access. You can let your branch know if you would like to continue to receive a mailed statement as well.
- Account information prior to November 30, 2017 can be obtained through your branch in London.
- Loan, Savings and Term Accounts will all be mapped to the new system in a similar product.

Here's what's now available to you...

- Debit Cards
- Cheques (can be ordered on-line)
- On-line banking including Bill Payments
- Mobile banking with a world class app
- Interac e-transfers, pre-authorized transfers, me to me transfers
- Expanded lending – mortgages, higher lending limits
- Wealth management, business and insurance products and services

At PACE, we appreciate the opportunity to continue LFFCU's legacy of people helping people and look to serve you in a way that is consistent with co-operative values.

Our conversion team's mission was to bring you onto the new data system with as little inconvenience to you as possible. However, we sincerely apologize for any inconvenience you may have experienced and appreciate your patience.

A handwritten signature in black ink, appearing to read "Dan Coldwell". The signature is fluid and cursive, with the first name "Dan" being more prominent than the last name "Coldwell".

Dan Coldwell
Chief Marketing and Community Relations Officer