

# To members of Caisse populaire Desjardins Saint-Donat de Montréal



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## On March 3, 2018

After the merger of Caisse Desjardins du Centre-est de la métropole, Caisse populaire Desjardins Saint-Donat de Montréal and Caisse Desjardins de Mercier-Rosemont, your new caisse will update its computer systems.



**Desjardins**  
Caisse du Centre-est  
de Montréal



# You can rest assured!

## **Cheques**

All cheques issued will circulate normally.

As of March 5, 2018, members can use the void cheque on AccèsD and AccèsD Affaires to order their cheques.

If you use the cheque imaging service online through AccèsD or AccèsD Affaires, your cheque images will remain available online in PDF for 124 days. However, we invite you to continue to download or print your cheques images on a regular basis.

## **Direct deposits and withdrawals**

We have taken the measures necessary to ensure that your regular transactions are made from your new account. If you use this service, we nevertheless recommend that you verify that these direct deposits and withdrawals are indeed carried out from your account.

## Passbooks

To make transactions easier for passbook holders, we invite you to write your transit and folio numbers in your passbook. We also recommend that you update it before March 3, 2018. Rest assured that no information will be lost during the process.

## Account statements

Transit and folio numbers will be automatically modified for members receiving **paper account statements**.

Your **online account statements** will be accessible any time after the IT systems merger. If you have signed up for **paper or online account statements**, you will receive two statements: one for transactions made between the first of the month and the date of the IT systems merger, and another for the period after the merger up to the end of the month.

You will also receive statements regarding your investments, including the investment line of credit. **Please keep this slip for income tax purposes.**

## AccèsD - recent transactions

As of March 5, 2018, you can access your transaction history under the Statements and Documents tab.

## Bank reconciliation

For bank reconciliation purposes, you can request your financial information from the caisse during the transitional period (February and March 2018).

### Note

You will keep the same debit and credit cards, and you can continue to use them after the caisses have merged.

You don't need to open a new account at Caisse Desjardins du Centre-est de Montréal because you're already a member.

## Investment funds

As of March 9, 2018, you will have access to your account statement in AccèsD for your **Desjardins Funds or other registered products, such as securities, Capital régional and permanent shares.**



## Desjardins Access Cards

Your Desjardins Access Card, or ATM card, will still be valid after the merger.

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## Temporary service interruption

If you have a Desjardins Access Card (ATM card) issued by **Caisse populaire Desjardins Saint-Donat de Montréal**, you will not have access to ATMs, direct payment (in-store) and AccèsD:

**from 5:30 p.m. Saturday, March 3, 2018, until about 10:00 a.m. Sunday, March 4, 2018.**

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**We recommend that you use your credit card or cheques during the temporary service interruption, or that you withdraw funds beforehand.**



## You're now a member of Caisse Desjardins du Centre-est de Montréal

The caisse's new transit number is **30261**.

As a result of the merger, some folio numbers have been changed. To check whether your folio number has changed, please refer to the letter you received or speak to a caisse employee.

# Important

- Our service centres will be **temporarily closed on Saturday, March 3, 2018** in order to update our computer systems following the merger.
- If you have a debit card issued by Caisse populaire Desjardins Saint-Donat de Montréal you won't be able to use ATMs, direct payment (in-store) or use AccèsD services between 5:30 p.m. on Saturday, March 3, 2018 until about 10:00 a.m. on Sunday, March 4, 2018.

We apologize for the inconvenience.

# Together we can serve you better.

## **Head Office**

6955 rue Jean-Talon Est  
Montréal QC H1S 1N2  
514-254-7878

## **Beaubien Service Centre**

6430 rue Beaubien Est  
Montréal QC H1M 1A9  
514-254-7878

## **Dickson Service Centre**

5674 rue Sherbooke Est  
Montréal QC H1N 1A1  
514-254-7878

## **Jean-Talon Service Centre**

4565 rue Jean-Talon Est  
Montréal QC H1S 3H6  
514-725-5050

## **Lacordaire Service Centre**

8050 boulevard Lacordaire  
Saint-Léonard QC H1R 2A2  
514-725-5050

## **Saint-Michel Service Centre**

8127 boulevard Saint-Michel  
Montréal QC H1Z 3E3  
514-725-5050

## **Sherbrooke Service Centre**

6406 rue Sherbrooke Est  
Montréal QC H1N 3P6  
514-259-6931



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