



November 22, 2022

MEMBER NAME
ADDRESS1
ADDRESS2
CITY, PROVINCE POSTAL

Dear Member,

Thank you for being part of OMISTA Credit Union. We hope you have enjoyed the experience so far and the transition has been as smooth as possible. We're looking forward to working together and helping you achieve your current and future financial goals.

We want to share some important information with you about your new OMISTA account(s). As part of the transition, all service fees for chequing and savings accounts were waived for the first three months (plus one bonus month). On November 30, you will see service fees applied to your account(s) for the month of November.

By now, most former Citizens Credit Union members have spoken one-on-one with an OMISTA representative. We have used your feedback during those conversations, as well as an examination of your usage over the past few months, to assign the account package that we hope will best suit your needs. You may view the package for each of your accounts by logging into online banking. Under Account Summary, you may view each individual account. You may view your full statement under the My Accounts menu in the left column by selecting View e-Statements. If you prefer a different account package, we are happy to make the adjustment.

If you visited us in-branch during the transition from Citizens Credit Union, you should have received our CU Chequing Accounts brochure. You may also learn about our accounts by visiting the Chequing page or the Savings page on our website at OMISTA.com. To make any changes please call your branch or email us at info@omista.com.

The not-so-good news

Mailed monthly statements are not included in any of our account packages, however you will see a new statement posted each month under View e-Statements in online banking. A monthly mailed statement option is available for a fee of \$3 per month. If you require a mailed statement, please contact us to add this to your account.

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And now for the great news...

The great news

We love seeing you in-branch, but we also want you to enjoy access to your accounts any way, anywhere. There are many services included with our CU Chequing packages that enhance the access, security, and convenience of your account.

2-Step Verification Confirm your identity to help to ensure a safe and secure login to online banking.

Collabria® Integration Enjoy a consolidated view of your credit union account(s) and personal Collabria credit card account(s) within online banking.

Deposit Anywhere™ Deposit cheques quickly and securely using your mobile device.

Lock'N'Block™ Lock your debit card or block ATM transactions and purchases. All transactions are automatically declined, making fraudulent attempts to use your card virtually impossible.

Mobile App Access your everyday banking instantly and securely from your smartphone.

There's more. Anywhere from 20 to an unlimited number of e-transfer transactions are included in our CU Chequing account packages.

Interac e-Transfers® Send money in minutes to anyone with an email address or mobile phone, and an account at a Canadian credit union or bank.

Contact Us

We are pleased to be serving you and want to help you achieve your current and future financial goals. Please contact your branch during business hours or email anytime at info@OMISTA.com. We look forward to hearing from you.

On behalf of the OMISTA team, we look forward to serving you.

Yours truly,



Tammy Christopher
CEO, OMISTA Credit Union