

Important Timelines: Monday, May 5 to Monday, May 12, 2025*

Provincial Credit Union is excited to share that we will be upgrading our online, mobile, and in-branch banking systems. We want to make sure this transition is as seamless as possible for you; however, there will be a temporary service interruption that will impact your access to online, mobile, and telephone banking services.

Please review the upgrade schedule below, including anticipated member impacts and support resources.

DATE	SERVICE	IMPACT
Monday, May 5	Interac e-Transfer® - Send Money	Sending money via <i>Interac e-Transfer®</i> will be unavailable in Online and Mobile banking starting on Monday, May 5 at 4 PM AST until Tuesday, May 13. Receiving money via <i>Interac e-Transfer®</i> will continue to be available until Wednesday, May 7 at 8 PM AST.
Wednesday, May 7	Interac e-Transfer®	The <i>Interac e-Transfer®</i> service will be unavailable in Online and Mobile banking starting on Wednesday, May 7 at 8 PM AST until Tuesday, May 13.
Thursday, May 8	Interac e-Transfer® - Pending transfers	Pending <i>Interac e-Transfers®</i> will be cancelled, and the funds will be credited back to your account.
Friday, May 9	Online, Mobile and Telephone Banking	Online, Mobile (including <i>Interac e-Transfer®</i>) and Telephone banking will be unavailable starting at 5 PM AST Friday, May 9.
	Debit Cards & Mobile Wallet (Point of Sale & ATM)	There will be no impact to debit card and mobile wallet services, you may continue transacting with your debit card and mobile wallet at merchants and automated teller machines (ATMs).
	Branches	All branches will be closing at 3 PM AST on Friday.
	Phone & Text Support	Extended hours support will be available by calling your branch or texting 1-855-728-2211 until 9 PM AST on Friday.
Saturday, May 10 AND Sunday, May 11	Online, Mobile and Telephone Banking	Online, Mobile (including <i>Interac e-Transfer®</i>) and Telephone banking will be unavailable on Saturday, May 10 and Sunday, May 11.
	Debit Cards & Mobile Wallet (Point of Sale & ATM)	There will be no impact to debit card and mobile wallet services, you may continue transacting with your debit card and mobile wallet at merchants and automated teller machines (ATMs).
	Branches	All branches will be closed.
	Phone & Text Support	Extended hours support will be available by calling your branch or texting 1-855-728-2211 from 10 AM until 4 PM AST on Saturday, May 10 and Sunday, May 11.
Monday, May 12	Online and Mobile	Online and Mobile banking access will be restored on Monday, May 12.
	Interac e-Transfer®	<i>Interac e-Transfer®</i> will be unavailable in Online and Mobile banking on Monday, May 12.
	Telephone Banking	Telephone banking access will be unavailable until you receive your new account number from online banking or by contacting your branch. If you experience any issues accessing telephone banking, please call your branch.
	Branches	All branches will be open regular hours on Monday, May 12.
	Phone & Text Support	Extended hours support will be available by calling your branch or texting 1-855-728-2211 until 9 PM AST on Monday. After 9 PM AST call 1-888-273-3488.
Tuesday, May 13	Interac e-Transfer®	<i>Interac e-Transfer®</i> will be restored on Tuesday, May 13.

*Please note that the scheduled date of system upgrades is subject to change. In the event of a change, we will provide notification through various communication channels, such as email, online banking, and social media.