

## TEMPORARY SERVICE INTERRUPTION

We'll be operating in our current location until the new one is ready. Our services will be suspended during the move and our three points of service will be closing their doors on December 6 at 12:00 p.m.

Services will be available again on December 9 at 9:00 a.m. You can continue to conduct regular transactions over that weekend by using the ATMs at our current points of service, which will remain operational right through to December 9.



## Business hours that make sense for you

### Head office

Monday, Tuesday and Friday, 9:00 a.m. to 5:00 p.m.  
Wednesday and Thursday 9:00 a.m. to 8:00 p.m.  
Saturday 9:00 a.m. to 3:00 p.m.

### Telephone services

514-634-8954 or 1-866-938-8954

Transactions, information, appointments, etc.  
Advisors available 6:00 a.m. to midnight, 7 days a week.

## 24/7 services

desjardins.com

514-224-7737

ATMs

## Questions?

Please feel free to call and ask about the change or any of the services we offer.

514-634-8954 | 1-866-938-8954

desjardins.com/caissedelachine

 **Desjardins**  
Caisse de Lachine

## New head office

OPENING  
DECEMBER 9, 2019



 **Desjardins**  
Caisse de Lachine

# 71 years

in Lachine and still  
going strong



## On December 9, 2019

We're opening a new head office—a modern space in a central location for our members. Come in and find everything you need.

The future of banking has a new address:  
**2400 rue Victoria**  
**Lachine**



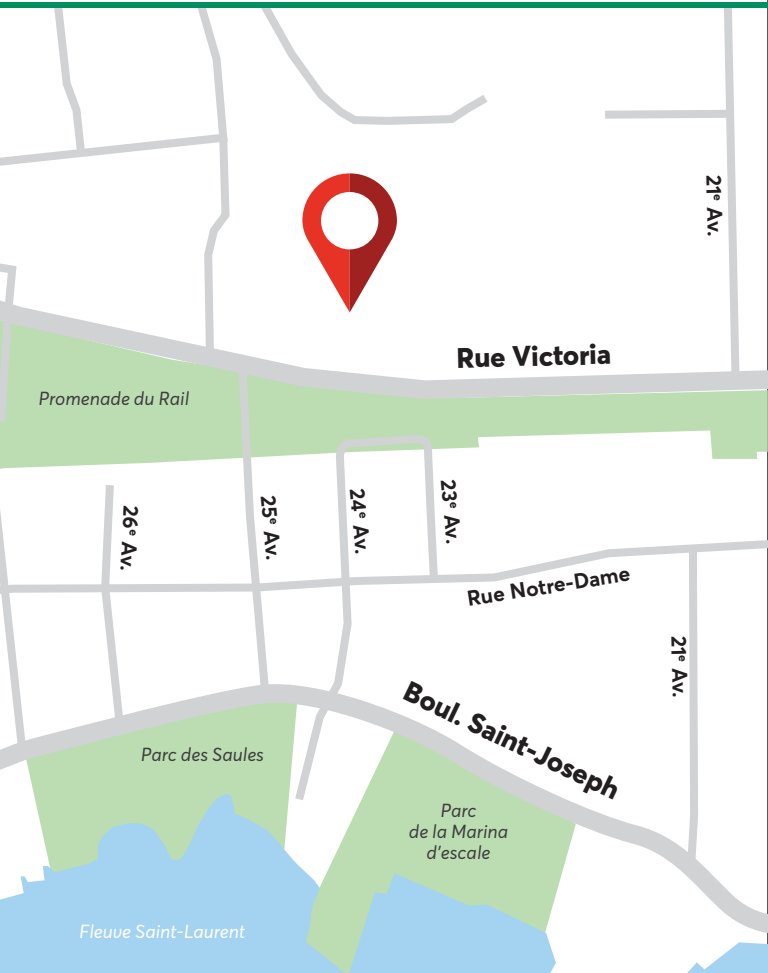
## Investing big in a better experience

Our decision to move is about giving you a modern space that's more accessible and will contribute to better service. The caisse has made big moves to give members a unique experience that reflects their changing needs. Same great advice, brand new approach.



# A prime location

- Close to all the current points of service you already use, so you're only ever a few minutes away
- Located in an active and diverse commercial neighbourhood
- Central to members and easily accessible by car and public transit
  - Huge caisse parking lot
  - Multiple bus routes nearby: 110, 195/495, 196/496



# A forward-looking strategy that reflects our clientele

- A comfortable, modern space that combines design with function
- Engaging personnel welcoming members as soon as they walk through the door
- An interactive zone where you can have fun while you learn about Desjardins
- A new ideas bar for casual discussions about your plans, in addition to private meeting rooms and offices
- Advice from informed financial experts based on where you are in your financial life—an innovative approach focused on your needs and plans

# A full range of products and services

- Regular transactions at competitive rates
- Advisory services from accredited professionals
- Banking services (currency exchange, drafts, money orders, etc.)
- Self-service area with a new generation of user-friendly ATMs
- Access to property and casualty insurance<sup>1</sup> and life and health insurance specialists<sup>2</sup> at the caisse
- Full slate of commercial services, including night deposits

<sup>1</sup>Property and casualty insurance products are offered by a Desjardins General Insurance agent  
<sup>2</sup>Life, health and disability insurance products are offered by a financial security advisor from Desjardins Financial Security, a financial service firm.

# Ensuring a seamless transition

We know the move means that some members will have to change their banking habits. The caisse wants to support you. Please read through the following information and contact us if you don't find what you're looking for here.



## No changes to cards, cheques or automatic deposits and withdrawals

You don't need to do anything. Your relationship with the caisse and your accounts remain unchanged.



## Personalized support

Over the next few weeks, we'll have staff posted at our three current points of service to offer specific support related to the move. They can provide information and demonstrate how to set up or make automatic bill payments, direct deposit cheques, send money, and more.



## School caisse

The school caisse program will continue in Lachine elementary schools. Desjardins has been encouraging financial literacy among youth for a century and isn't going to stop now. Any logistical changes that need to be made for the program following the move will be communicated to the representatives in the schools.



## Training



Training sessions for AccèsD platforms (telephone, online, mobile) will be offered at the caisse for small groups. You can reserve a spot by speaking with someone at caisse reception or by calling 514-634-8954, ext. 7142423.

Need to sharpen your computer skills before learning how to use AccèsD? There are good, free workshops being offered at two local public libraries. You can sign up in person at the circulation desk or by phone:

Saint-Pierre: 514-634-3471, ext. 826  
Saul-Bellow: 514-872-3802/514-872-5008

