



# Notice to members of Caisse populaire Desjardins Canadienne Italienne

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## IMPORTANT DATE May 18, 2019

As part of our IT upgrade, we need to merge our computer systems. This will help us serve you better and give us access to all the latest Desjardins tools.

 **Desjardins**  
Caisse populaire  
Canadienne Italienne

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## Temporary service interruption for computer system update

From Saturday, May 18, 2019, at 6:30 p.m. until Sunday, May 19, 2019, at approximately 10:00 a.m.

During the service interruption, you'll be unable to use your Desjardins debit card issued by Caisse populaire Desjardins Canadienne Italienne (30530) at ATMs or at merchants. You will also be unable to use AccèsD services.

During this time, you will still be able to make payments by credit card and cheque. Alternatively, you can withdraw cash before the update.

## General information

- ▶ **Cheques** that have already been issued will continue to be honoured.
- ▶ Paper and online **account statements** will be updated automatically. You should receive two statements: one before and one after the computer update.
- ▶ All **pre-programmed transactions** (bill payments, transfers between accounts or individuals, Interac e-Transfers), as well as all direct deposits and withdrawals, will automatically be updated.
- ▶ If you have a **passbook**, update your transit and folio numbers directly on your passbook. If possible, try to update your passbook before the computer update. None of your information will be lost.
- ▶ **AccèsD**: Starting on May 19, 2019, you'll be able to see your transactions from before the update under Statements and documents.
- ▶ From May 18 to 23, 2019, you'll be unable to view your statements on AccèsD for Desjardins Funds and other registered investments, including securities, Capital régional shares, permanent shares and other types of shares.

## Specific information for businesses

- ▶ If you need new **cheques** and deal with a private printer, do not use the sample void cheque on AccèsD Affaires until after May 18, 2019. Contact us to get your new transit number, folio number and check digit.
- ▶ If you are registered to receive **cheque images by mail**, you'll receive an extra statement with cheque images for May 1 to 18, 2019, inclusive. You'll then continue receiving your regular statements.
- ▶ If you receive **cheque images online** through AccèsD or AccèsD Affaires, your cheque images will remain available as PDFs for 124 days.
- ▶ Post-dated **personalized bill payments** will have to be reprogrammed after the update, since your folio and transit numbers will change.
- ▶ If you do **bank reconciliations** by downloading information to a file, make sure you do so the evening before the computer update, and again at the end of the month.

## Important

You don't need to open an account at the caisse: you're already a member. However, your folio number may change (see the flap about folio numbers).

**You can continue using the same Desjardins debit and credit cards after the system merger.**

# Caisse populaire Desjardins Canadienne Italienne

**The caisse's new transit number will be 30606.**

If your folio number is not included in the list below, it will not change.

If your folio number is between **2** and **20 000**, you'll need to add **525 000** to the current number.

**Example: 2 becomes 525 002**

If your folio number is between **20 001** and **32 500**, you'll need to add **555 000** to the current number.

**Example: 20 001 becomes 575 001**

If your folio number is between **50 008** and **50 263**, you'll need to add **540 000** to the current number.

**Example: 50 008 becomes 590 008**

If your folio number is between **59 002** and **60 500**, you'll need to add **533 000** to the current number.

**Example: 59 002 becomes 592 002**

### U.S. dollar account holders

If your folio number is between **800 037** and **800 500**, you'll need to add **10 000** to the current number.

**Example: 800 037 becomes 810 037**

**Your new transit and folio numbers will take effect on May 18, 2019.**

**Please note there are no changes for euro account holders.**



Working together  
to serve you better.

**Head Office**  
6999 boulevard Saint-Laurent  
Montreal QC H2S 3E1  
514-270-4124

**Petite Italie  
Service Centre**  
6995 boulevard St-Laurent  
Montreal QC H2S 3E1  
514-270-4121

**Fleury  
Service Centre**  
2401 rue Fleury Est  
Montreal QC H2B 1L1  
514-385-3603

**Henri-Bourassa  
Service Centre**  
5620 boulevard Henri-  
Bourassa Est  
Montreal QC H1G 2T2  
514-321-8177

**Jarry  
Service Centre**  
4570 rue Jarry Est  
Montreal QC H1R 1X3  
514-729-2989

**Jean-Talon  
Service Centre**  
5133 rue Jean-Talon  
Montreal QC H1S 1K8  
514-253-9986

**Lasalle**  
**Service Centre**  
1590 rue Dollard  
Montreal QC H8N 1T6  
514-364-1252

**Maurice Duplessis  
Service Centre**  
8275 boulevard Maurice  
Duplessis  
Montreal QC H1E 3B5  
514-643-3482

**Papineau  
Service Centre**  
7390 avenue Papineau  
Montreal QC H2E 2G6  
514-725-5268

**Saint-Jean-de-la Croix  
Service Centre**  
170 rue Saint-Zotique Est  
Montreal QC H2S 1K8  
514-273-6869

