



TO MEMBERS of Caisse d'économie Desjardins Strathcona

ON FEBRUARY 4, 2017

Following the merger of Caisse Desjardins de l'Éducation, Caisse d'économie Desjardins Strathcona and Caisse d'économie Laurentienne, your new caisse will be adjusting its IT systems.

YOU CAN REST ASSURED!

CHEQUES

All cheques issued will circulate normally.

As of April 3, 2017, we recommend that you bring back all your unused cheques bearing the name of **Caisse d'économie Desjardins Strathcona**.

They will be exchanged free of charge for cheques bearing your new caisse's information.

Business members needing new cheques and doing business with a private printing firm cannot use the void cheque on AccèsD Affaires. They must contact us to get a new check digit.

If you have signed up to get cheque images by mail, you will receive a special account statement which will include cheque images for the period of February 1 to 4, 2017, inclusively. The cheque imaging service will then resume as usual.

If you use this 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.

POST-DATED BILL PAYMENTS

As a result of the system merger on February 4, 2017, you will need to reprogram your existing post-dated bill payments (e.g., municipal taxes, school taxes, etc.) so your bills can be paid correctly 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 February 4. 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 for 15 months following 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 February 4, 2017, you will no longer be able to search your transactions or view transactions made before the merger since you will have new transit and folio numbers.

BANK RECONCILIATION

If you do your bank reconciliation by downloading a file from AccèsD, you must download the transactions made since your last bank reconciliation at the end of the day on Friday, February 3, 2017. At the end of the month, you will be able to download the transactions made after February 4, 2017.

INVESTMENT FUNDS

You will not have access to your account statement in AccèsD for your **Desjardins Funds or other registered products, such as securities, Capital régional and permanent shares, from February 4 to 9, 2017.**



DESJARDINS ACCESS CARDS

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

TEMPORARY SERVICE INTERRUPTION

If you have a Desjardins Access Card (ATM card) issued by **Caisse d'économie Desjardins Strathcona**, you will not have access to ATMs, direct payment (in-store) and AccèsD:

**from 5:30 p.m., Saturday, February 4, 2017,
until about 10 a.m., Sunday, February 5, 2017.**

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

YOUR NEW CAISSE

You are now a member of **Caisse Desjardins de l'Éducation**

NEW CAISSE TRANSIT

The new Caisse transit will be **92204**.

FOLIO NUMBER

If your folio number is not included in the list below then there will be no change to your folio number.

Members with folios **1 to 9 900** must add **165 000** to their current folio number.

Example: **1** becomes **165 001**

Members with folios **204 115 to 205 700** must add **165 000** to their current folio number.

Example: **204 115** becomes **369 115**

Members with folios **405 600 to 410 910** must add **165 000** to their current folio number.

Example : **405 600** becomes **570 600**

U.S. DOLLAR ACCOUNT HOLDERS

Members with folios **800 004 to 800 900** must add **20 000** to their current folio number.

Example: **800 004** becomes **820 004**

Your new transit and folio numbers will become effective on **February 4, 2017**.

TOGETHER WE CAN SERVE YOU BETTER.

Head Office
9405 rue Sherbrooke Est, suite 2500
Montréal QC H1L 6P3
514-351-7295 ou 1-877-442-3382

Concordia/Strathcona Service Centre
1980 rue Sherbrooke Ouest, suite 240
Montréal QC H3H 1E8
514-937-5515

Côte-du-Sud Service Centre
125 rue Papineau
Montmagny QC G5V 1R2
1-877-442-3382

Grand-Portage Service Centre
506 rue Lafontaine, suite 200
Rivière-du-Loup QC G5R 3C4
1-877-442-3382

Kirkland/Strathcona Service Centre
17035 boulevard Brunswick, suite 103
Kirkland QC H9H 5G6
514-426-5111

Laval Service Centre
1700 boulevard Laval, suite 130
Laval QC H7S 2J2
1-877-442-3382

Mauricie Service Centre
1055 boulevard des Forges, suite 180
Trois-Rivières QC G8Z 4J8
1-877-442-3382

Mont-Laurier Service Centre
1127 boulevard Albiny-Paquette
Mont-Laurier QC J9L 1M6
1-877-442-3382

Québec Service Centre
5275 boulevard des Gradins, suite 100
Québec QC G2J 1C8
1-877-442-3382

Rouyn-Noranda Service Centre
150 avenue Principale
Rouyn-Noranda QC J9X 4P5
1-877-442-3382

Saint-Hyacinthe Service Centre
1185 rue Després
Saint-Hyacinthe QC J2S 6L6
1-877-442-3382

Sainte-Agathe-des-Monts/Laurentienne Service Centre
34 rue Préfontaine Est
Sainte-Agathe-des-Monts QC J8C 1S1
819-326-2700 ou 1-877-611-2700