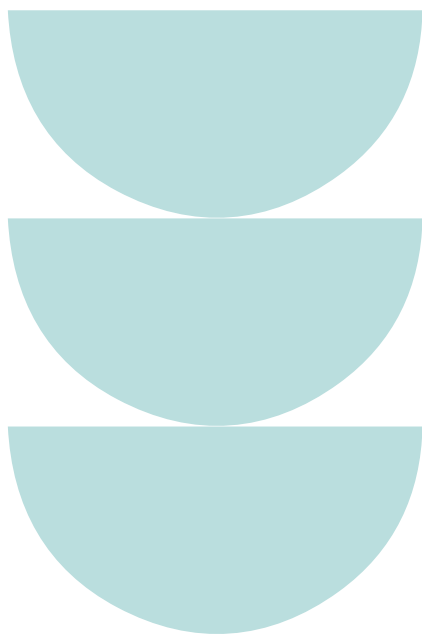


For every member

Your guide to Beem's banking system merge

Take action and be aware of upcoming changes to your banking experience.

BlueShore Financial, GFCU Savings, Gulf & Fraser, Interior Savings and North Peace Savings are trade names of Beem Credit Union.



On this journey together

We understand change can be challenging, so our team is here for you every step of the way. This transition marks an exciting new chapter in our commitment to providing you with a banking experience that allows you to bank on your terms.

Rest assured that while our banking experience is evolving, our dedication to exceptional member service remains unwavering. We look forward to welcoming you to the new Beem Credit Union.

As this is a printed guide, this information is accurate as of May 16. However, information could be subject to change until June 20. Our website gulfandfraser.com/building-beem will always have the most up-to-date information.

Your guide to Beem's banking system merge

From June 20 to 23, our former founding credit union banking systems will merge into a unified Beem banking system. During this period, your ability to bank will be significantly affected. We have prepared a summary of changes you need to be aware of. In some cases, you will need to take action, and in others, you will simply need to be aware.

Before banking system merge weekend (Starting June 16, 2025)

● High impact - Pay close attention

What's changing?	Impact	Action needed	Date of impact	Details
Outgoing e-Transfers disabled	Outgoing e-Transfers are expected to not be processed from 3:00pm, June 16 until 7:00am, June 23.	Maybe If you need to send an e-Transfer during the date of impact, make alternate plans or wait.	June 16-23	Service resumes 7:00am, June 23.
Incoming e-Transfers disabled	Incoming e-Transfers are not expected to be processed from 3:00pm, June 18 until 7:00am, June 23.	Maybe If expecting an incoming e-Transfer during the date of impact, make alternate plans or wait.	June 18-23	Service resumes 7:00am, June 23.
Cancelling e-Transfers disabled	You will be unable to cancel e-Transfers from 3:00pm, June 18 until 7:00am, June 23.	Maybe Cancel any urgent e-Transfers before June 18.	June 18-23	Service resumes 7:00am, June 23.
Pending outgoing e-Transfers cancelled	All pending outgoing e-Transfers will be cancelled the morning of June 19.	Maybe Resend any cancelled e-Transfers after June 23.	June 19	Any pending e-Transfers that were cancelled will be refunded and credited to your account by June 20.
Autodeposit registration deleted	Your autodeposit registration will be deleted on June 19.	Maybe You can re-register for auto-deposit starting June 23.	June 19	Autodeposits can be re-registered once Beem digital banking is live.
Interruptions to business online banking transactions	Business members must ensure there are no unapproved business transactions in online banking. These will not be processed post-merger.	Maybe Approve or delete unapproved business transactions before June 20.	June 20	If any business transactions are outstanding after this date then you can recreate them starting June 23.
AFT (Automated Fund Transfer) file cut-off for business members	Business members who use AFT will need to set up/release files to ensure there are no service interruptions.	Maybe If you use AFT, ensure all pending files are processed before 12:00pm, June 18 to guarantee processing.	June 18	After June 23, you will be able to access AFT through a new website URL. If you are impacted, a member of our team will reach out with more information.

● Low impact - Be aware

What's changing?	Impact	Action needed	Date of impact	Details
ATM cash or cheque deposit holds decreasing	Standard ATM hold times for deposits will be decreasing to 24 hours.	No	June 2	If you have standard ATM hold times (5 days), these will decrease on June 2.
Foreign ATM Fees	You will see an ATM Foreign Transaction Fee immediately after processing a transaction at a foreign ATM.	No	June 2	Currently these fees are posted with your monthly transaction fees.

On banking system merge weekend (June 20–23, 2025)

● High impact - Pay close attention

What's changing?	Impact	Action needed	Date of impact	Details
Digital banking & mobile apps temporarily offline	No digital banking access from 4:00pm, June 20 until 7:00am, June 23.	Maybe Plan around the outage.	June 20–23	Starting June 23, former Gulf & Fraser digital/mobile banking access will be replaced with Beem digital banking. Your new digital home beemcreditunion.ca will now be available.

● Medium impact - Be aware

What's changing?	Impact	Action needed	Date of impact	Details
Bill Payments processing paused	You will be unable to process new bill payments from 4:00pm, June 20 until 7:00am, June 23. Scheduled bill payments for June 21 will not be processed until the evening of June 22.	Maybe Pay any urgent bills before June 20. Check recurring/scheduled payments on June 23.	June 20–23	Payments queued for June 21, will process the evening of June 22. Keep your due dates in mind.
Pre-Authorized Transactions delayed	Pre-Authorized Transactions scheduled for June 21 will not be processed until the evening of June 22.	Maybe Ensure you process Pre-Authorized Transaction(s) sooner if needed.	June 21–22	If you need to process a Pre-Authorized Transaction sooner, ensure it is done before June 20.
ATMs and Debit Card service limitations	ATM withdrawal/debit purchases will have service limitations from the evening of June 20 until June 23.	Maybe Plan your cash/large purchases in advance; withdraw extra if needed.	June 20–23	Normal ATM/Debit Card service resumes June 23.

● Low impact - Be aware

What's changing?	Impact	Action needed	Date of impact	Details
Branch & Member Hub hours	No change to branch or Member Hub hours on June 20 or June 21.	No	N/A	Branches open on Saturdays will follow regular business hours.
Member Hub extended hours	Extended hours will be available to help members during banking system merge.	No	N/A	Sunday, June 22: 10:00am–4:00pm Monday, June 23: 7:00am–9:30pm

Member Hub hours

Our team is here for you. We're extending our Member Hub hours to help you during your digital banking transition.

Reach us at **604-419-8888 or (GFCU) 1-866-442-5511**

June 23 to June 27: 7:00am–9:30pm
Sundays, June 22, June 29 & July 6: 10:00am–4:00pm
June 30 to July 4: 7:00am–9:30pm
July 7 to July 11: 7:00am–8:30pm
July 14 to July 18: 7:00am–8:30pm
Saturdays follow regular business hours

After banking system merge weekend (After June 23, 2025)

High impact - Pay close attention

What's changing?	Impact	Action needed	Date of impact	Details
Draws between demand accounts process immediately	Draw transactions will process immediately rather than at the end of day.	No	After June 23	Draws now appear instantly in account history.
e-Transfer recipients & history lost	You will lose your e-Transfer recipients, sender profile and historical e-Transfer details.	Maybe If you use e-Transfer, take note of your details now.	After June 23	Past e-Transfers that you've sent will still be shown in your account history.
Membership integration for multiple credit union members	If you also have a former Interior Savings and/or North Peace Savings membership, your memberships will be combined.	No	After June 23	If you are impacted, a member of our team will reach out with further information.
Business member online banking delegates and consolidated memberships removed	Business delegates and consolidated memberships will be removed during the banking system merge.	Maybe If you have business delegates and/or consolidated memberships, they will have to be recreated.	After June 23	Additional information is located within the Beem digital banking transition portion of this guide.
Some former Gulf & Fraser member numbers will be changing	Some Gulf & Fraser member numbers will gain leading digits post banking system merge.	No	After June 23	If you are impacted, you will receive a communication with your new member number. You will need your new member number to login to Beem digital banking. Your MemberCard will continue to work and your PINs stay the same.

Medium impact - Be aware

What's changing?	Impact	Action needed	Date of impact	Details
Alerts removed	You will need to add new alerts in digital banking.	Maybe Re-create alerts after first login.	After June 23	Set your alert preferences after first login.
SMS/Text banking discontinued	SMS/Text banking capabilities will no longer be supported after the banking system merge.	Maybe If you rely on SMS/Text banking, make alternate banking arrangements.	After June 23	If you need help with alternate banking arrangements, call the Member Hub or visit your local branch.
Third-party accounting software programs disabled	Linking online banking within Mint, QuickBooks, Intuit and other third parties will stop working.	Maybe If you rely on third-party accounting software, use imported files from Beem digital banking in your third-party software.	After June 23	While access is lost, you will still be able to download reports in applicable formats for any third-party software.
Minor changes to account names	You may notice slight changes in your account names in your online banking, statements and ATMs.	No	After June 23	If you had a custom nickname for an account, it will remain in place.
New account numbers	Your account numbers will change.	No	After June 23	Cheques and automatic deposits/withdrawals will continue to work, even with your old account number. No action is required.

After banking system merge weekend (After June 23, 2025)

Medium impact - Be aware

What's changing?	Impact	Action needed	Date of impact	Details
Registered-plan trustee & contract numbers change	New Beem contract number will appear on tax slips.	No	After June 23	Applies to Registered Retirement Savings Plans (RRSP), Tax Free Savings Accounts (TFSA), Retirement Income Funds (RIF), Life Income Funds (LIF), Locked-in Retirement Accounts (LIRA).
e-Documents temporarily unavailable	Digital copies of tax receipts will not be visible right away.	Maybe If needed download copies of your 2024 receipts.	After June 23	Contact us if you need a copy of your 2024 receipts. Tax receipts will be available before the 2025 tax season.

Low impact - Be aware

What's changing?	Impact	Action needed	Date of impact	Details
Member Rewards program retires	Members who have opted into the program will receive their last payout on June 16.	No	After June 23	A new Beem Member Rewards program is coming. More information will be provided soon.
Registered variable-savings interest now monthly	Interest will be paid monthly instead of semi-annually.	No	After June 23	Applies to former Gulf & Fraser registered variable savings accounts.
Transaction history affected in digital banking	You will have limited access to review historical transactions online.	No	After June 23	Available history: Chequing/Demand savings accounts will have 1 year of history available to review. Registered savings/plans will have 2024/2025 history available to review.
Mobile Wallet registration (Apple Pay, Google Pay, Samsung Pay)	Member Cards will need to be re-registered for Mobile Wallets 30 days after June 23.	Maybe If you use Mobile Wallet, you can re-register starting July 23.	After June 23	You can re-register your existing MemberCard for Apply Pay, Google Pay or Samsung Pay starting July 23.
Phone-banking enrollment available	You can sign up for TeleTouch phone banking.	Maybe Visit your local branch or call the Member Hub to enroll.	After June 23	Kelowna area, call: 250-862-4728 All other locations, call: 1-877-861-4728
Statement changes	You will begin receiving Beem-branded statements. Joint owners will see full transaction details rather than a summary.	No	After June 23	Your June statements arrive in two parts: Gulf & Fraser-branded (June 1-20) and Beem-branded (June 21-30).
Service Charge display	Account fees will be consolidated into 1 month-end service charge.	No	After June 23	On your monthly statements, any additional transactions above your account limit will be included within your monthly Service Charge fee.
Member Equity Shares	Member Equity Shares will be renamed to Member Shares	No	After June 23	You will see these changes within your statements and online banking.
Term Deposits	Certain former Gulf & Fraser Term Deposit products will be converting to a savings account.	No	After June 23	If you are affected, a member of our team will contact you with more information.