



ADVANCE SAVINGS

September 1, 2015

141 Weldon Street
Moncton, NB
E1C 5W1

Name

Address

Address

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Tel (506) 384-1880

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Dear Member:

After careful thought and deliberation, the Board and Senior Management of Advance Savings Credit Union (Advance Savings) have made the difficult decision to close two of our six branches. Effective October 19, 2015, the branches in Port Elgin and Salisbury will close. This decision, while difficult, is necessary in order to effectively manage costs so that we can continue to offer you the products and services you need at competitive rates.

Service to members has always been, and will continue to be, Advance Savings' top priority. We are proactively responding to changes in our business environment as well as changing member and consumer behaviour, and are confident this decision will improve our ability to provide more competitive and innovative products and services like the mobile banking apps and Deposit Anywhere technology introduced over the past year.

There's nothing members in our Port Elgin and Salisbury branches need to do right now. After October 19th, member accounts and safety deposit boxes from Port Elgin and Salisbury will be automatically transferred to our Riverview branch. Of course if you prefer to be served from one of our other branches please call us or visit your branch – we'll be happy to provide the option that is most convenient to you. We would like to acknowledge our staff in Port Elgin and Salisbury who have provided you with excellent service over the years. Please be assured that all affected staff will be treated fairly and with respect.

We'll work directly with each member affected by these changes to ensure a smooth transition. We are committed to building and strengthening our relationship with our members and the communities we serve, and we believe effectively managing our branch network costs is in the best interest of all of our members. We expect you may have some questions about these changes so we're providing some additional information with this letter, but we also invite you to visit your branch and talk with our staff, or call your branch at (506) 855-ASCU (2728).

The Management and staff of Advance Savings look forward to continuing to meet the financial needs of all our members now and into the future.

Sincerely,

Derek Ellard, CEO
Advance Savings Credit Union

Why are the Salisbury and Port Elgin branches closing?

A number of factors were considered prior to making the difficult decision to close these two branches. Our business and operating environment has been changing over the past few years:

- consumer and member expectations and behaviours have changed with more choosing on-line and mobile services and fewer completing in-person transactions;
- the New Brunswick economy has changed and this has impacted our communities and our members
- in our low interest rate environment, our margins continue to shrink while operating expenses continue to rise

We are proactively managing costs to ensure Advance Savings remains strong for all of our members and we'll continue to provide exceptional service through our four branch locations (Riverview, Weldon St., Petitcodiac and Rexton) combined with online and mobile services.

When are the branches closing?

The Port Elgin and Salisbury branches will close on October 19, 2015. This is the date when member accounts from Port Elgin and Salisbury will be moved to the Riverview branch.

What happens to my safety deposit box?

After October 19th, safety deposit boxes from Port Elgin and Salisbury will be automatically and securely transferred to our Riverview branch.

What if I don't want my account to move to the Riverview branch, do I have a choice?

Absolutely! Simply contact your current branch and a staff member will be pleased to assist you in transferring to the branch of your choice.

Doesn't a change like this require members to vote to accept or reject it?

No. Member votes are required for initiatives that affect the legal entity of the credit union (like an opportunity to amalgamate with another credit union, for example.) This is an operational decision that is made by Advance Savings Credit Union's management, with approval by its Board of Directors so it doesn't require a member vote.

How can I continue to do business with Advance Savings without a physical location in my community?

There are many convenient ways to continue to do your business with Advance Savings. You can complete your business online or by telephone, and can even use your smartphone with products like mobile banking apps and the new Deposit Anywhere cheque depositing service. Please speak to an Advance Savings professional who will be happy to assist you in any of these options.

I live in Port Elgin and go to Amherst for groceries and other shopping. Is there a branch there I can use?

Advance Savings does not have a branch in Amherst, but the staff at Community Credit Union would be happy to take care of your Advance Savings business on our behalf. You can also use their ATM free of any service charges.

How will I access my account when my branch closes on October 19?

We are committed to making this transition as smooth as possible for you. There are options available to you for accessing your accounts at home; we would be more than happy to provide you with guidance and training on how to use our telephone or online banking services. If you prefer to continue using in-branch services to meet your financial needs, the staff in Riverview or another Advance Savings location will be happy to provide you with the excellent service that you have come to expect from your credit union.

Will my account information change?

Your accounts will in no way be affected by these changes. **Your account and transit numbers will not change.** Advance Savings operates with a fully integrated system; all direct deposits and automatic payments will continue to be processed without change or delay.

Is there anything I need to do?

No; your accounts will be transferred to Riverview where you will continue to receive a high level of customer service. Any direct deposits and automatic payments will continue to be processed without any change or delay. Staff will work directly with you if you have any questions or concerns.

Will the ATMs be left in Port Elgin and Salisbury?

Unfortunately not. The cost of upgrading the technology, maintaining and servicing these two ATMs is significant so they will close when the branches close on October 19th. ATMs at our other branches are available or you can use any credit union ATM without incurring service fees.

How is staff affected?

Two of our staff will transfer to one of our other branches but unfortunately, nine employees in total will lose their jobs when these branches close on October 19th. These closures are no reflection of the skilled staff in those branches and we can assure you that all affected staff will be treated fairly and with respect.

It's going to be difficult to start a new relationship with someone who doesn't know my financial history.

We understand that change can be difficult, but you can count on the same high standards of personalized and professional service from staff at all of our branches. Our Riverview staff is looking forward to continuing to serve you with excellence and assisting you in achieving your financial goals. We encourage you to attend a Meet and Greet at our Riverview branch on Thursday, October 15th.

What's happening to the buildings in Port Elgin and Salisbury?

The buildings will be put up for sale. We hope this might create opportunities that enhance economic development within the communities.

Advance Savings has been a strong community supporter. Once the branches close are our communities going to lose that support?

Not at all; Advance Savings' commitment to our members and our communities will remain strong. We will continue to show our support by remaining engaged and by providing donations, sponsorships and scholarships.

Fact Sheet

(as of August 31, 2015)

About Advance Savings Credit Union

- 9,500 members
- Financial information:
 - Total deposits under management: \$141,465,490
 - Total loans under management: \$125,353,438
 - Total deposits and loans: \$266,818,928
- Employees – 60
- Corporate Office – Weldon St., Moncton
- Business Centre – Weldon St., Moncton

Effective October 19, 2015:

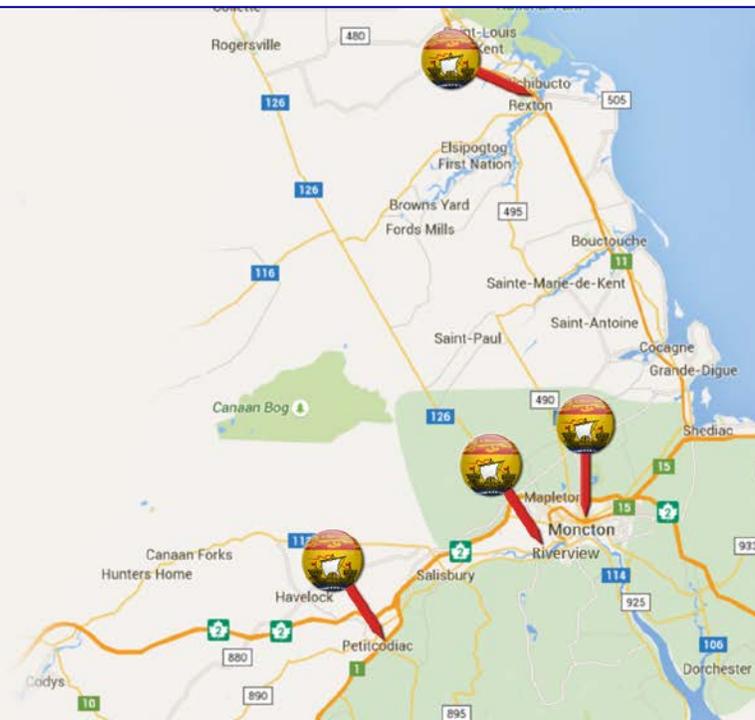
- Four branch locations
 - Moncton
 - Riverview (will continue to offer extended hours)
 - Monday: 10am-5pm
 - Tuesday: 10am-5pm
 - Wednesday: 10am-5pm
 - Thursday: 10am-8pm
 - Friday: 10am-6pm
 - Saturday: 9am-3pm
 - Petitcodiac
 - Rexton
- Employees – 51
- Corporate Office – Weldon St., Moncton
- Business Centre – Weldon St., Moncton

Salisbury to Riverview – 23 km
(Approx. 15 min. drive)

Port Elgin to Riverview – 74.8 km
(Approx. 54 min. drive)

Salisbury to Petitcodiac – 17 km
(Approx. 12 min. drive)

Port Elgin to Moncton – 70.2 km
(Approx. 47 min. drive)



If you have any questions please call us at: 506-855-ASCU (2728)

Or

email us at: administration@advancesavings.ca