Before June 20 FAQs

What does digital banking mean?

Digital banking refers to your online banking experience through computer or mobile phone. Rest assured that banking in-branch, at ATMs, and over the phone will not be affected post transition. Our dedication to exceptional member service remains unwavering, and you'll be able to continue banking with us anywhere and any way you like.

Getting ready for your transition

Will I need my North Peace Savings MemberCard number & PAC/Password to log in?

You'll need these to log in for the first time to Beem digital banking in order to create a new username and password. If you're unsure about your PAC/Password, please contact the Member Contact Centre before June 20. After your initial log in to Beem digital banking, you will no longer need your North Peace Savings MemberCard number & PAC/Password for login.

What do I do if I have multiple memberships (business & personal)?

Make sure you have log in credentials for each of your memberships (North Peace Savings MemberCard number & PAC/Password), as you'll initially need to set up each one individually on the new platform. If you are currently using a consolidated membership view on your North Peace Savings banking, you may not remember your PAC/Passwords for each of your memberships.

If you're unsure what your PAC/Password(s) are for one or more of your memberships, please contact the Member Hub before June 20.

Where do I find and manage my business delegate information?

If you need to document your current delegate information, log in and navigate to **Business Services → Delegate Manager**, and take note of your delegate information. **You'll need to manually input and re-create access for each of your delegate(s) in the new digital banking platform.**

Where do I find my wealth account information?

If you need to document your current wealth account information, log in and navigate to your account summary. Open your wealth account(s) and document your account client number. You'll need your account client number to manually relink your account(s) in the new digital banking platform. You can also find your wealth account number(s) on your statements.

Note: Your Aviso Client Number is the first 6 characters of your account number as visible in the system today.

Beem CREDIT UNION

For up-to-date information
interiorsavings.com/building-beem

How do I link my Collabria credit card to Beem digital banking?

On the initial launch of Beem digital banking, Collabria credit card integration will not be supported, and you will need to link your Collabria credit card through CardWise, the Collabria solution for viewing your card activity and details. All you will need to create and link your Collabria credit card to CardWise is the card itself.

How do I confirm and/or update my contact information?

Your current contact information is essential for a smooth transition. Here's how to check and update it:

- Log in to your current Interior Savings digital banking
- Navigate to **Profile and Preferences → Change Contact Information**
- Click on each checkbox (address, phone number, and email) to review your information
- If information is incorrect, update it in the applicable fields
- If everything is correct, no action is needed
- If you need assistance, contact our Member Hub

What else do I need to document/make note of to be prepared for June 23?

Some items will NOT transfer automatically on June 23:

Your e-Transfer profile, autodeposit setup, recent history, and recipients list
Please document your e-Transfer recipients (Name, email and/or mobile phone number). You will need this contact information to recreate each recipient within Beem digital banking.

Pending e-Transfer payments
Ensure any pending e-Transfer payments are accepted or cancelled by June 18. Please make note of any pending e-Transfer payments, if not accepted by the payee or cancelled by June 18, be prepared to send them again after logging in on the new platform.

Inter-Member transfer
While we anticipate these transferring to the new system, we ask that you please document your postdated Inter-Member transfers so you can ensure they appear on the new platform after you login for the first time.

Business tax payment history
If needed, make note of your business tax payment history for your own records. You will also still be able to access all of your business tax payment history within your CRA business account.

What are the extended Member Hub hours?

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

1-877-787-0361

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