



# For every member

Your guide to Beem's digital banking transition

**BEEM**  
CREDIT UNION

# Beem digital banking transition information

Your new digital experience arrives June 23

On June 23, 2025, you'll transition to Beem's new online banking platform, website, and mobile app.

This section of the guide contains everything you need to know to seamlessly transition to Beem's new digital experience.

## Before June 23 Getting ready for the transition

### Essential information to have ready

#### Your Your North Peace Savings MemberCard number & PAC/Password

You'll need these to log in for the first time to Beem digital banking. If you're unsure about your PAC/Password, please contact the Member Contact Centre before June 23.

#### For members with multiple memberships (business & personal)

Make sure you have log in credentials for each of your memberships (Your North Peace Savings MemberCard number & PAC/Password), as you'll initially need to set up each one individually on the new platform.

#### For business members with delegates

Document your current delegate information under **Business Services** → **Delegate Manager**, as you'll need to re-create access for each delegate in the new system.

#### For members with wealth accounts

Document your current linked wealth account information as you'll need to relink your account(s) in the new system.

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

#### For members with Collabria credit cards

Have your Collabria MasterCard and a recent statement handy to create an account with CardWise, the Collabria solution for viewing your card activity and details. You can do this at any point before or after June 23.

## Update your contact information

### ● High priority

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

- Log in to your current NPSCU 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 Contact Centre

## What will transfer automatically

We've worked to make this transition as seamless as possible. The following will transfer automatically to your new digital banking experience:

- Your scheduled bill payments
- Your account details and balances

## Member Contact Centre hours

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

Reach us at **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



## On June 23

### Your step-by-step guide to transition day

#### For mobile app users

##### Step 1 - Install the Beem app

- Go to the Apple App Store (iPhone) or Google Play Store (Android)
- Search for “Beem Mobile Banking”
- Download and install the new Beem mobile app

##### Step 2 - First-time login process

- Open the Beem Mobile app
- Enter your Your North Peace Savings MemberCard number and PAC/Password
- Create a new username and password
- Verify your mobile phone number
- Verify your email address
- Review and accept the service agreement
- Set your preferences for banking alerts (you can change these later)

##### Step 3 - Verify your information

- Check that all your accounts appear correctly
- Verify your account balances to ensure all your funds are visible
- If you notice any discrepancies, please contact our Member Contact Centre immediately
- If you had to cancel a pending e-Transfer®, or scheduled Inter-Member transfer, please review and re-add if required

##### Step 4 - For business members with multiple memberships

- If you have additional memberships (business or personal), repeat Steps 2-3 for each account
- Use the specific Your North Peace Savings MemberCard number & PAC/Password for each membership

Note: After logging into each of your additional memberships, you will be able to consolidate them. Please refer to [npscu.ca/building-beem](https://npscu.ca/building-beem) on June 23 for information on membership consolidation.

##### Step 5 (optional) - Interac e-Transfer® setup

- Recreating your Interac e-Transfer® profile
- Navigate to **Move money → Interac e-Transfer® → Profile settings**
- Then, follow on-screen instructions to recreate your e-Transfer profile within Beem digital banking.

##### Adding your recipients

- With your e-Transfer profile recreated, you can then add all of your recipients.
- You can do this by Navigating to **Move money → Interac e-Transfer → Manage contacts**

##### Setting up your autodeposit

- If you would like to setup your autodeposit, navigate to **Move money → Interac e-Transfer → Autodeposit settings**

#### Important exceptions to note

Some items will NOT transfer automatically:

##### 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.

##### 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.

#### Prepare ahead of time

We anticipate a large volume of calls to our Member Contact Centre close to, on, and after June 23. If you need any help getting ready for the transition, please contact us ahead of time to ensure timely assistance from a member of our team.

For up-to-date information

[npscu.ca/building-beem](https://npscu.ca/building-beem)

## On June 23 Continued

### Your step-by-step guide to transition day

#### For desktop (online) banking users

##### Step 1 - Access the new digital banking platform

- On June 23, visit [www.beemcreditunion.ca](http://www.beemcreditunion.ca)
- You'll see a banner with instructions directing you to Beem digital banking
- Click on the link for Beem digital banking

##### Step 2 - First-time login process

- Enter your Your North Peace Savings MemberCard number and PAC/Password
- Create a new username and password
- Verify your mobile phone number
- Verify your email address
- Review and accept the service agreement
- Set your preferences for banking alerts (you can change these later)

##### Step 3 - Verify your information

- Check that all your accounts appear correctly
- Verify your account balances to ensure all your funds are visible
- If you notice any discrepancies, please contact our Member Contact Centre immediately
- If you had to cancel a pending e-Transfer, or scheduled Inter-Member transfer, please review and re-add if required

##### Step 4 - For business members with multiple memberships

- If you have additional memberships (business or personal), repeat Steps 2-3 for each account
- Use the specific MemberCard number & PAC/Password for each membership

Note: After logging into each of your additional memberships, you will be able to consolidate them. Please refer to [npsc.ca/building-beem](http://npsc.ca/building-beem) on June 23 for information on membership consolidation.

##### Step 5 (optional) - Interac e-Transfer® setup

- Recreating your Interac e-Transfer® profile
- Navigate to **Move money → Interac e-Transfer® → Profile settings**
- Then, follow on-screen instructions to recreate your e-Transfer profile within Beem digital banking.

##### Adding your recipients

- With your e-Transfer profile recreated, you can then add all of your recipients.
- You can do this by Navigating to **Move money → Interac e-Transfer → Manage contacts**

##### Setting up your autodeposit

- If you would like to setup your autodeposit, navigate to **Move money → Interac e-Transfer → Autodeposit settings**

## After your first login

### Additional steps for linked accounts

#### For Investment Account holders

If you have Qtrade direct investing, Qtrade guided portfolios, or Aviso investment accounts:

Go to **Accounts → Investment Accounts** in the Beem digital banking menu

- Select which investment account(s) you wish to link
- Follow the on-screen instructions
- Once linked, you can view your investment information in the **Investment Accounts** tab

#### For Collabria credit card holders

If you have a Collabria credit card linked to your banking and you do not yet have a CardWise account:

##### Option 1 (mobile)

- Search for "CardWise" in your device's app store
- Download and install the app
- Create a new login
- Follow the instructions to link your credit card

##### Option 2 (desktop)

- Look for and click the CardWise link on the login screen of the Beem digital banking platform
- Create a new user login
- Follow the instructions to link your credit card

##### Or

- Navigate to [cardwiseonline.ca](http://cardwiseonline.ca)
- Create a new user login
- Follow the instructions to link your credit card

Note: Your Collabria credit card will continue to function normally. However, viewing your Collabria credit card details and activity will not be supported on the initial launch of Beem digital banking. We are looking to integrate this functionality on later versions of the platform. Until then, please use CardWise for all of your Collabria credit card needs. If you are a business cardholder on a **Consolidated Pay Structure**, continue using MyCardInfo.

#### Member Contact Centre

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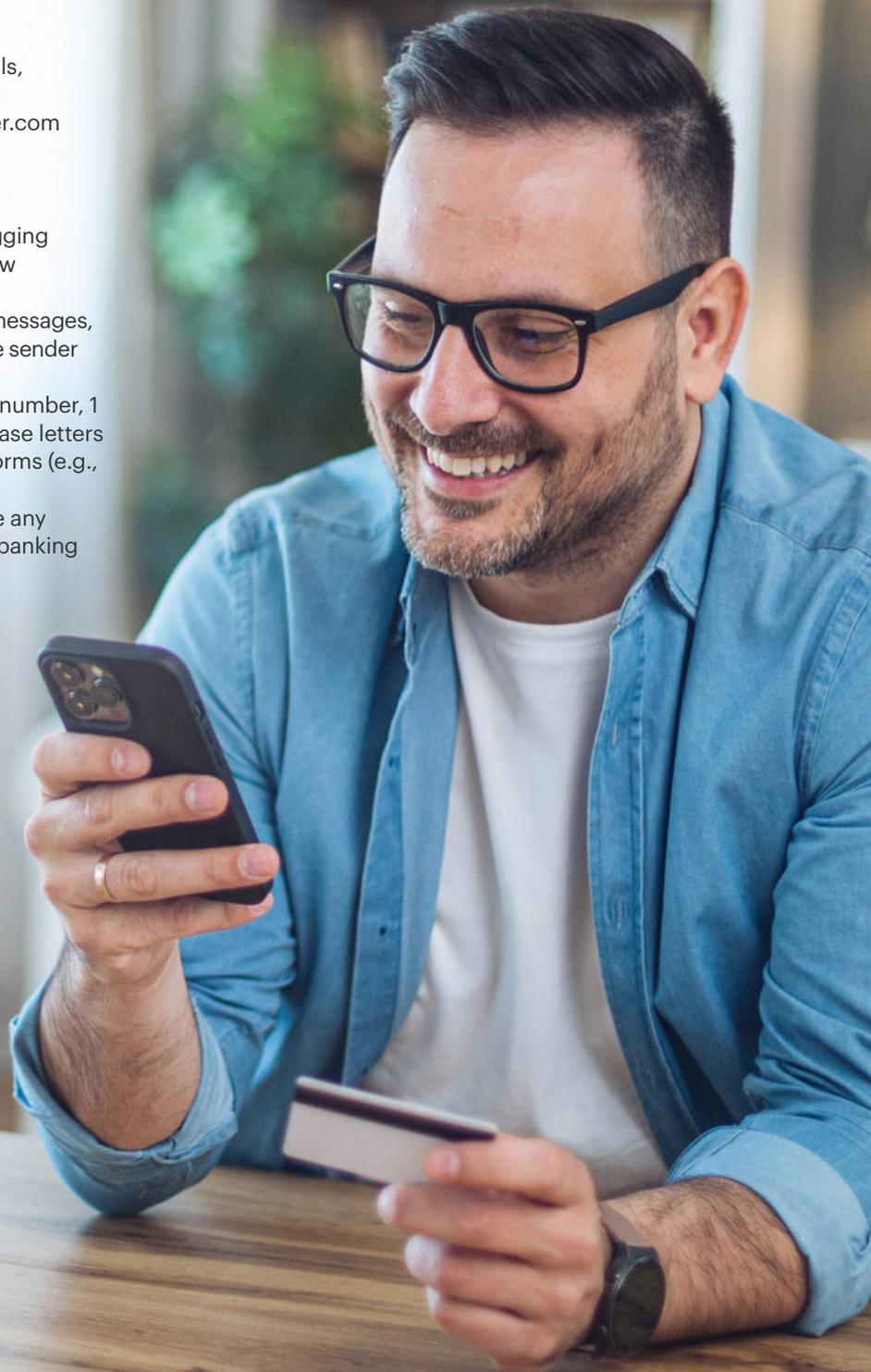
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# Fraud awareness & prevention

At Beem, your safety is our top priority and we're committed to safeguarding your accounts. Here are some important tips to stay secure:

- We will never ask for your online banking credentials, including passwords or verification codes
- Double-check URLs for accuracy (e.g. [gulfandfraser.com](https://gulfandfraser.com) vs. suspicious look-alikes like [gu1fandfraser.com](https://gu1fandfraser.com))
- Use our official Beem mobile app or bookmark the legitimate [beemcreditunion.ca](https://beemcreditunion.ca) website
- Enable account alerts for important actions like logging in, adding a new e-Transfer® payee, or adding a new bill payee
- Be cautious with links in emails, texts, social media messages, or pop-ups—especially if you don't know or trust the sender
- Use strong, unique passwords:
  - Strong: Minimum 10 characters, at least 1 letter, 1 number, 1 special character, and a mix of uppercase/lowercase letters
  - Unique: Do not reuse passwords from other platforms (e.g., email, streaming services, utility providers)

Remember, you can always reach out to us if you have any questions or concerns. We're here to help make your banking experience secure and worry-free.



Beem Credit Union  
300-678 Bernard Avenue  
Kelowna BC V1Y 6P3



## Need help?

 Call us

1-877-787-0361

Mon to Fri: 7:00am–7:00pm  
Sat: 8:00am–4:00pm

 Email us

[memberdirect@beemcreditunion.ca](mailto:memberdirect@beemcreditunion.ca)

 Visit us

Stop by your local branch

**BEEM**  
CREDIT UNION

**For up-to-date information**

[npsc.ca/building-beem](https://npsc.ca/building-beem)