



Innovative Duncan branch announced by Coastal Community

For Immediate Release

Vancouver Island, Gulf Islands – March 1, 2013: Cowichan residents will soon benefit from an innovative financial services branch opening in Duncan by Coastal Community on April 2, 2013. Coastal Community is the largest financial institution based on Vancouver Island and the Gulf Islands, serving over 80,000 members.

“This boutique branch will be the first of its kind in the Coastal Community family and will enable us to serve our existing and considerable member base in the Duncan area while providing expanded access for all our members and clients,” says President and CEO Adrian Legin. “We will provide full products and services across our business lines of personal banking, business banking, insurance and wealth management services using a combination of helpful and caring experts and greater use of technology.”

The space has been designed to offer a more intimate and welcoming banking experience, and is connected to the recently renovated Coastal Community Insurance Services office at 471 Trans-Canada Highway. The location provides easy access for all Coastal Community members and clients who live in the area and those traveling through Duncan.

“The opening of the Duncan branch is an exciting milestone for Coastal Community,” says Board Chair Susanne Jakobsen. “Its launch demonstrates Coastal Community’s ability to respond to changing consumer behaviors, technological trends and economic conditions, while seeking new opportunities to provide our exceptional service to more people on Vancouver Island.”

To ensure people receive the same helpful and caring service Coastal Community members and clients enjoy, in addition to the friendly employees, the branch will feature technology that provides access to all Coastal Community experts. This location will also feature an Interactive Teller Machine, or ITM, the first one on Vancouver Island.

An ITM is based on the design of an ATM, but with some distinct differences. A two-way video-enabled machine will allow people to complete their day-to-day banking needs with the assistance of a Coastal Community expert based remotely. By utilizing the technology of the ITM, the Duncan branch will serve members through extended hours of operation - from 8 a.m. to 8 p.m. Monday to Friday and 8:30 to 4 p.m. on Saturdays.

Other highlights include 24-hour access to a Canadian currency ATM and a foreign currency ATM that will deal in U.S. dollars, British pounds, Euros and Mexican pesos. Two video-conferencing enabled meeting rooms will allow members and clients to connect to top experts based in other Coastal Community locations.

“This is an entirely new way for Coastal Community to deliver the same warm and personal service we are known for,” Legin says. “In fact, I believe it is an entirely new concept for banking on Vancouver Island and I invite everyone to come and experience the Coastal Community difference in an innovative setting that will positively change your banking experience.”



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