



What to keep in mind about the possible Canada Post work stoppage

With the possibility of a Canada Post work stoppage that could disrupt mail service, Coastal Community is advising Members to keep the following steps in mind to ensure they are prepared:

- If there is a Canada Post mail service disruption, those monthly statements going out through the mail may be delayed. Members who receive monthly paper statements are reminded they are still obligated to pay their bills on time, so we encourage them to use [online banking](#) to view their e-statements. Bill payment options are also available through online banking.
- Members who do not have access to online banking can visit any of [our locations](#) to check the balance of their accounts and to arrange payment of any bills that are due. If you would like to sign up for online banking, one of our experts would be happy to help.
- Coastal Community Mastercard cardholders can also view their Mastercard card details, including their payment amount and due date, by logging into their MyCardinfo account at <https://cccu.mycardinfo.com/>.

If a work stoppage occurs, Coastal Community Insurance Services (2007) Ltd. will deliver Client documents as follows:

- Insurance policies may be picked up at the agency.
- Policies may be emailed to Clients. In these cases, the email will be encrypted to protect our Clients' confidential information.
- Clients remain responsible for any outstanding premiums—please contact our Relationship Centre toll-free at 1.888.741.1010 to obtain current account details. If you are a member of Coastal Community, bill payment options are also available through online banking. Please contact the Relationship Centre to learn more.

If you have any questions or concerns, please do not hesitate to call our Relationship Centre toll-free at 1.888.741.1010 or visit one of our [locations](#) to speak with one of our experts.