



December 4, 2025

Dear Member,

**Subject:** Support for Members Impacted by the Crofton Mill Closure

We recognize that the recent closure of the Crofton Mill has created uncertainty and challenges for many in the community. At Coastal Community Credit Union, we are committed to standing beside our members during difficult times.

Whether you are facing financial stress, employment changes, or other impacts, our team is here to work with you directly to find solutions that fit your unique situation. We want you to know that we have programs and resources in place to help those affected by this situation or any other significant circumstance.

Our lending teams are standing by with flexible solutions to help members navigate the change to your financial situation. We'll offer support to affected members via short-term payment relief on loans/mortgages, service fee relief for up to six months, and other solutions tailored to your financial needs.

If you have been affected by the Crofton Mill closure or another significant life event, please reach out to us as soon as possible. You are welcome to come to your closest branch, phone our Relationship Centre at 1.888.741.1010 or set up an appointment through our website or by visiting: <https://coastalcommunity.coconutcalendar.com/meeting-methods>.

Together, we will review your circumstances and determine the best ways we can support you.

Your well-being matters to us, and we remain dedicated to helping you navigate through life transitions with care and understanding.

Sincerely,

Mark Jones, Chief Relationship & Growth Officer  
Coastal Community Credit Union