

Welcome to our new website!

Frequently Asked Questions

Why did CCCU update its website?

We believe in providing our members and clients the very best online experience. In today's ever increasing digital world, the online channel has become a top communication tool. With our website redesign, we're can more effectively share news and information that's at the heart of who we are and what we do—improving financial health. The benefit to you is even more timely and relevant information that's easy to understand.

As a first step, members and clients will enjoy a modernized site that includes navigational improvements to make it easier for you to find the right information quickly. Plus, we're focused on adding fresh new content that helps improve your financial health. Our new site is also now responsive to different screen sizes. This means no more pinching and zooming in to read the text!

What else is changing?

Bookmarks

If you had bookmarked a page on our previous site, it will be redirected to a page on our new site. For example, if you bookmarked Online Banking Login Page, you will be redirected to a new page.

Online Banking Login page

When you click on the Login button for online banking, it will open a new secure page. The login process remains the same; you will be asked to enter your member number and personal access code (PAC). The header and footer within your online banking portal will look different and match our new site.

What isn't changing?

There are no changes to the functionality of online banking. You will notice a new header and footer, but that is the only change.

Online and mobile banking functionalities (bill payments, e-Transfers, etc.) ***will remain the same***. So will your online banking login information (nothing will change to your member number or Personal Access Code). You also won't need to re-add e-Transfer recipients, modify your Personal Financial Management preferences or redo your Alerts. Apart from the display changes, it's business as usual.

What if I can't find the information I'm looking for?

If the search function at the top of the page does not produce the result you are looking for, please stop by one of our locations, connect with us on [WebChat](#), or call us toll-free at 1.888.741.1010.