



**Online Banking  
Help Desk  
416-532-8723  
helpdesk@paramacreditunion.ca**

*Uploaded October 3, 2020*

**PARAMA Credit Union's** bank services are unavailable from October 3rd to 5th. We will reopen on October 6<sup>th</sup>. At that time, you may notice that some things will work a little differently.

If you have any questions or experience a problem, please contact the Online Banking Help Desk. We're here to help!

### **What is changing?**

- **Bill payments are easier!** Set up bill payees and make a payment without delay.
- **Alerts!** A range of alerts will help keep you notified about changes to your account. You just need to pick which ones you want to get.
- **Statements:** We will be organizing your transactions into statements, by month. You will see them when you log in to online banking.
- **Business Account Holders:** After the upgrade, online account access will work differently. When you log in under your business account, you will no longer be able to access your personal account(s). However, you will be able to access your business accounts by logging in under your personal account.
- **"Plan 24 Chequing"** will now be "Everyday Chequing". Just a name change.

### **What is not changing?**

- **Point of Sale:** The PIN number you use when purchasing something with your Member Direct Card® is NOT changing. Use your card as normal when using an ATM or making a purchase.
- **Bill Payees** will not be impacted. When you go to pay a bill online, the bill payees you set up will not have changed.