

Important Notice for MemberCard Use if you have international travel plans

A problem has occurred resulting in credit union MemberCard transactions NOT being accepted at some PLUS ATM network machines. The PLUS ATM network provides customer-owners ATM access outside of Canada through more than 1.1 million ATMs in 179 countries around the world. MemberCard functionality at ATMs within Canada, including credit union ATMs and the Interac ATM network, has not been affected.

The problem originated within PLUS ATM network operations, beyond the control of the credit union system. The problem has also impacted other financial institutions. Initial measures to fix the situation have been completed. However, it will take some time for this fix to be implemented by each individual financial institution associated with the PLUS network. Based on the number of financial institutions outside of Canada, it is not possible to determine when the problem will be fully corrected. Consequently, MemberCards WILL work in a number of PLUS network ATMs, and the number is growing daily. Nevertheless, there continues to be a number of ATMs in the PLUS network where the MemberCard WILL NOT be accepted.

Please note: your credit union MasterCard credit card or MasterCard Global Payment Card gives you access to the Cirrus ATM network outside of Canada. This service has not been affected by this issue related to the PLUS ATM network. The Cirrus network has more than 1 million ATMs located in more than 200 countries around the world.

To access funds from an ATM outside of Canada using your credit union MemberCard, look for the PLUS ATM network. To do the same using your credit union MasterCard credit card or MasterCard Payment Card, look for the Cirrus ATM network.

If you have travel plans outside of Canada in the near future, we recommend the following actions:

1. The likelihood your MemberCard will work is high, so we suggest you take your MemberCard and attempt to use it. However, we strongly encourage you not to leave home on an international trip at this time with the MemberCard as your only option to obtain cash via ATMs.
2. In addition to your MemberCard, you may wish to carry a MasterCard Global Payment Card and/or your credit union MasterCard credit card. Check with your credit union to ensure you have a Personal Identification Number (PIN) assigned to these cards. Each card must be "PINed" to allow you to use it at an ATM machine.
3. Notify your credit union if you encounter any problems and include as much information as possible, such as:
 - a. MemberCard number
 - b. date (required) and approximate time of the attempted transaction
 - c. financial institution the ATM is associated with
 - d. location of the ATM or device (address), and the
 - e. response code, if a receipt is issued.

When traveling, it is always recommended that you take an alternative form of payment with you.

We apologize for any inconvenience you may experience and appreciate your patience as this issue is being resolved.

For more information, please contact your credit union.

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