

Account Name Changes - FAQ

As of November 1, 2022, the names of many of our accounts have changed. You may notice these new names when you bank online, go to our website, or open a new account.

What happened to my old Chequing/Savings accounts?

Only the names of your accounts have changed. While some of our [fees have changed](#), you can still do everything with your account that you did before.

- **Core** has replaced Maximizer Chequing
- **Essential** has replaced Personal Chequing
- **Momentum** has replaced Plan 24

How do I know which account is best for me?

A member of our team can help you choose the right package or bank account for you. If you are a senior or youth, you may qualify for one of our specialty accounts.

You may want to ask:

- What are the monthly account fees?
- How much interest will my money earn?
- How many free transactions will I get each month?
- What are the costs for additional transactions?
- What special features are included?

Can I still get all the services I need if I move to an account with lower fees?

Yes! Whether you choose an account with lower fees or higher fees, the same services are available. If you use your account frequently for purchases, for example, you may want to pay a monthly fee to save on transaction fees. If you don't use your account often, you may want to forgo the monthly fee and pay per transaction. Or you may want to choose an account that gains interest.

Every member is unique, so the account(s) you choose will depend on your banking needs.

Why are you changing the names of the accounts?

Our new account names reflect our desire to give you the flexibility you need, to manage your money how you want. Our accounts help you reach the right balance of flexibility, interest and monthly fees, regardless of whether the account is a traditional chequing or savings account.

As part of our expansion into new communities, we have refreshed our branding to be more inclusive and welcoming to members outside of Osoyoos. In this endeavor, we felt it was time to modernize and streamline our product offerings as we move into the next 75 years of serving existing and new members of OCU.

Do I login to online banking the same?

Yes. The way you access your account has not changed. If you have personalized the names of your accounts, you may not see any difference in your online banking. Some members - who have not personalized their account names - will see a difference in the name of their account(s).

Will my debit card still work for my account?

Yes. These changes have not affected your debit card. A new card is not required.

Can I use the personal cheques I have from my old account?

Yes. These changes have not affected your cheques. New cheques are not required. All cheques in progress that you have written will still be processed the same way.

What happened to my Golden accounts?

Our 60+ accounts have changed in name-only. The accounts still have no monthly fee and unlimited transactions. Golden 60 Chequing and Savings accounts are now Core+ and Momentum+

- Golden Chequing is now Core+
- Plan 24 Golden is now Momentum+

Have the account fees changed?

The **service fees** on many of our accounts have changed. Most of our service charges have not been adjusted for more than 10 years and so, fee increases are necessary as costs rise. We continue to strive to offer our members great service, which means modernizing accounts and adapting to current market conditions.

A summary guide to all our personal service fee changes is available here: [Service Fee Adjustments](#) or you can ask for a printed copy from your branch.

[Read more about the changes here.](#)

If you have any additional questions, please let us know.

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