

## FREQUENTLY ASKED QUESTIONS

### **What's happening during the transition weekend on October 18 to 20?**

Beginning at 5 p.m. on Friday, October 18, we will be transferring Momentum accounts to FirstOntario's banking system. During the transition, members will not have access to their accounts and all banking services – including online banking – and debit card/ATM transactions will be unavailable. On the morning of Monday, October 21, banking services are expected to be available and members can visit any one of our 27 branches.

### **During transition weekend**

#### **Can I send or receive *Interac* e-Transfers during the transition?**

There will be service disruptions affecting *Interac* e-Transfers. The last day to send or receive e-Transfers to or from your Momentum account will be October 16.

Contact any recipients to receive or accept any pending e-Transfers that were sent from your Momentum account and not deposited before October 18. Pending e-Transfers that haven't been accepted by October 18 will be cancelled and funds will be returned. Fees will not be refunded. Cancelled e-Transfers will need to be re-created after October 21.

Make a note of your e-Transfer recipients and contact information (these will need to be set-up again after October 21). Also note e-Transfer history as this will not be available after the transition.

#### **What happens to pre-authorized payments/direct deposits scheduled during the transition weekend?**

Any pre-authorized bill payments/transfers, mortgage payments and direct deposits scheduled during the transition will be processed by October 21. Please make sure you have enough funds in your account to cover the payment.

#### **What will happen to my pay cheque that I am expecting during the transition?**

If you are paid by pre-authorized direct deposit, it will be processed by October 21. If you receive a physical pay cheque, please deposit it into your account once the transition is complete.

#### **Will my loan payments and mortgage payments be processed?**

Preauthorized loan and mortgage payments will be made. Payments scheduled during the transition will be processed by October 21.

#### **What do I do if my mortgage is renewing after the transition weekend?**

Members with mortgages that are maturing will be contacted by FirstOntario for assistance with renewals.

**Can I send or receive wire transfers during the transition?**

No you cannot. Please arrange for these either before or after the transition.

After the transition is completed

**Will my account number(s) change?**

Yes. All account numbers will change. New numbers will appear on account statements after October 21.

**Will my account plan change?**

Momentum personal chequing accounts will be switched to FirstOntario's *Premium* plan. As a welcome to members to FirstOntario, the monthly account fee will be reimbursed until the end of January. Following the initial welcome offer, members can continue to have the fee waived by maintaining a minimum monthly direct deposit or minimum daily balance. Savings accounts will move to a comparable FirstOntario plan. You can change your account any time once the transition is complete.

Momentum business members who have a chequing account will be moved to FirstOntario's *Business Convenience* plan and the monthly account fee will also be waived until the end of January.

**Will service fees and charges be different?**

Once the transition is completed, FirstOntario fees and charges will apply to all products and services. Current service fees are attached in this package for your reference. You can also view all fees related to personal and business chequing and savings accounts at [FirstOntario.com/fees](http://FirstOntario.com/fees).

**Will telephone banking services be available after the transition?**

FirstOntario does not offer telephone banking and therefore this service will be discontinued for Momentum members. Our Member Service Centre is available for support through 1-800-616-8878 and there are other options as well. Visit [FirstOntario.com/WaysToBank](http://FirstOntario.com/WaysToBank) to learn more.

**Will Momentum phone numbers change?**

Momentum phone numbers will be permanently rerouted to FirstOntario's system and therefore will not change.

**What will happen to my pre-authorized debits and credits after the transition?**

FirstOntario will transfer existing pre-authorized electronic debits and credits to new FirstOntario account(s). All scheduled pre-authorized bill payments/transfers, mortgage payments and direct deposits will be brought over – members will not have to set up again.

**What will happen with my current Aviso Wealth portfolio?**

Your current portfolios were assigned to an Aviso Wealth advisor at FirstOntario as of August. The contact information for your new advisor will appear on your investment statements going forward. If you have any questions, call *FirstOntario Wealth Connect* at 1-800-616-8878 ext. 1700 or email [Investments@FirstOntario.com](mailto:Investments@FirstOntario.com). Please note you do not have to wait until after the transition to reach out regarding your investments, we are happy to hear from you any time.  
*\*Mutual funds and other securities are offered through Aviso Wealth, a division of Aviso Financial Inc.*

**Will I need to order new cheques?**

Existing Momentum cheques can still be used and will process through your new FirstOntario account.

**Will there be interest rate changes to Momentum loans, lines of credit, mortgages and MeritLines?**

All existing rates, terms and conditions of Momentum lending will transition to the new FirstOntario accounts.

**What should I do if I don't have a FirstOntario debit card?**

If you are a current debit card holder and/or active online banking user and haven't received a FirstOntario Debit Mastercard by October 11, please contact your current branch. Business members will have to visit a branch after the transition to pick up their new debit card.

**What accounts can be linked to my debit card?**

Once your accounts are moved to FirstOntario's banking system, your chequing and savings accounts will be the only accounts available for use with your debit card. Previously linked lines of credit, etc. will no longer be accessible through your card.

**I have a new FirstOntario Debit Mastercard, but I lost my PIN. What do I do?**

Please contact your branch for a replacement PIN.

**I didn't get a temporary personal access code (PAC) for online banking, what do I do?**

If you didn't receive a temporary PAC through the mail, please contact your branch on or after October 21. As a reminder, once the transition is complete, Momentum Upper James members will transition to FirstOntario's 1550 Upper James location – but can visit any one of our 27 branches to take care of your banking needs.

**When will I be able to see my account balances?**

Balances should be caught up and available on October 21, when the transition is complete.

**Will the transition impact printed statements?**

As of October 21, new account activity and electronic statements will be available through FirstOntario's online banking service. Members may also opt in for mailed paper statements (service fee applies). Transaction history before October 18 will not appear in the new system. Members may want to consider requesting a copy of their Momentum account statements to review transactions that were completed before the transition.

**What happens to my savings accounts, term deposits/Guaranteed Investment Certificates (GICs) and other investment accounts?**

These will all be transferred to FirstOntario's banking system during the transition.

**Can Momentum members use all FirstOntario branches for their banking?**

Yes. On October 21, Momentum members will be FirstOntario members and can visit any FirstOntario branch. Momentums' Upper James location will transition to FirstOntario's (1550) Upper James branch and the Maple Grove branch will reopen as our newest FirstOntario location.

You can also use FirstOntario's Personal Assisted Teller machine service where you can connect with a live teller via video to complete transactions and take advantage of extended business hours. These machines are located in all branches.

Our Member Service Centre is available at 1-800-616-8878 for support too. There are many ways to bank with FirstOntario. Visit [FirstOntario.com/WaysToBank](http://FirstOntario.com/WaysToBank) to learn more.

**Does FirstOntario offer products and services specific to businesses?**

Yes. FirstOntario has an experienced team of business banking professionals who deliver our full suite of products and services. We take a service first approach to ensure our business members have the tools, resources, and guidance they need to maintain strong financial health. From local associations to growing small businesses and beyond, all you need to do is book an appointment.

**Does FirstOntario have a wealth department with additional investment products?**

Yes. FirstOntario, in partnership with Aviso Wealth, has an experienced team of advisors who offer a wide range of investment options and advice for members. In addition, *FirstOntario Wealth Connect* provides easy access to a dedicated, centralized team of qualified Aviso Wealth advisors. They can be reached at 1-800-616-8879 ext. 1700, or at [Investments@FirstOntario.com](mailto:Investments@FirstOntario.com). Please note you do not have to wait until after transition to reach out, we are happy to hear from you any time.

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**Where can I learn more about FirstOntario services?**

Visit [FirstOntario.com](http://FirstOntario.com) to find out more about the great products and services that are available to all FirstOntario members.