

Before May 21 FAQs

Getting ready for your transition



Will I need my ISCU MemberCard number & PAC/Password to log in?

You'll need these to log in for the first time to Beem digital banking in order to create a new username and password. If you're unsure about your PAC/Password, please contact the Member Service Centre before May 21. After your initial log in to Beem digital banking, you will no longer need your ISCU MemberCard number & PAC/Password for login.



What do I do if I have multiple memberships (business & personal)?

Make sure you have log in credentials for each of your memberships (ISCU MemberCard number & PAC/Password), as you'll initially need to set up each one individually on the new platform. If you are currently using a consolidated membership view on your Interior Savings banking, you may not remember your PAC/Passwords for each of your memberships.

If you're unsure what your PAC/Password(s) are for one or more of your memberships, please contact the Member Service Centre before May 21.

Where do I find and manage my business delegate information?

If you need to document your current delegate information, log in and navigate to **Business Services → Delegate Manager**, and take note of your delegate information. **You'll need to manually input and re-create access for each of your delegate(s) in the new digital banking platform.**

Where do I find my wealth account information?

If you need to document your current wealth account information, log in and navigate to your account summary. Open your wealth account(s) and document your account client number. You'll need your account client number to manually relink your account(s) in the new digital banking platform. You can also find your wealth account number(s) on your statements.

Note: Your Aviso Client Number is the first 6 characters of your account number as visible in the system today.

BlueShore Financial, GFCU Savings, Gulf & Fraser, Interior Savings and North Peace Savings are trade names of Beem Credit Union.

How do I link my Collabria credit card to Beem digital banking?

On the initial launch of Beem digital banking, Collabria credit card integration will not be supported, and you will need to link your Collabria credit card through CardWise, the Collabria solution for viewing your card activity and details. All you will need to create and link your Collabria credit card to CardWise is the card itself.

Note: You can find a how-to guide on linking your Collabria credit card through CardWise at https://www.collabriacreditcards.ca/affiliate_interior-savings-credit-union/benefits/digital-account-management/cardwise--how-to

How do I confirm and/or update my contact information?

Your current contact information is essential for a smooth transition. Here's how to check and update it:

- Log in to your current Interior Savings digital banking
- Navigate to **Profile and Preferences** → **Change Contact Information**
- Click on each checkbox (address, phone number, and email) to review your information
- If information is incorrect, update it in the applicable fields
- If everything is correct, no action is needed
- If you need assistance, contact our Member Service Centre

What else do I need to document/make note of to be prepared for May 21?

Some items will NOT transfer automatically on May 21:

Scheduled CRA business tax payments

Please make note of any scheduled payments and be prepared to set them up again after May 21.

Pending e-Transfer® payments

Ensure any pending e-Transfer® payments are accepted or cancelled before May 21. Please make note of any pending e-Transfer® payments, if not accepted by the payee or cancelled by May 21, be prepared to send them again after logging in on the new platform.

Inter-Member transfer

While we anticipate these transferring to the new system, we ask that you please document your postdated Inter-Member transfers so you can ensure they appear on the new platform after you login for the first time.

What are the extended Member Service Centre hours?

Our team is here for you. We're extending our Member Service Centre hours to help you during your digital banking transition.

1-855-220-2580

May 21 to May 23: 7:00am–9:30pm
May 24 & 31 (Saturday): 8:00am–4:00pm
May 25 (Sunday): 10:00am–4:00pm

May 26 to May 30: 7:00am–9:30pm
June 1: Closed
June 2 to June 6: 7:00am–8:30pm

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