

AWCCU FAQ ABM Machines & The Exchange Network

Is the Credit Union closing?

No, not at all! We're updating our services to provide members with MORE access to ATMS, not less. We've increased our ATMS to THOUSANDS of convenient locations all across Canada. Access is as simple as using your Membercard at any ATM with THE EX-CHANGE logo. AWCCU will not be charging an ATM Surcharge or any network fees for using the Exchange Network.



What ATMs can I use?

A visit to the website www.the-exchange.ca provides a wealth of information as well as answers to frequently asked questions. Locations of THE EXCHANGE NETWORK ATM's can be sought by a mobile app, online as well as through your GPS. Or, visit your AWCCU teller for a print-out of ATM Surcharge FREE locations in Durham Region.

How much will this cost me?

Absolutely nothing, we're excited about this partnership because it provides MORE banking access and zero networking fees to our members.

Does anything change with my account?

Not at all, we strive to provide **excellent, consistent** service to all our AWCCU members.

Do I have to do anything to set up access to the Exchange Network?

No set up required. All THE EXCHANGE NETWORK ATMs are surcharge-free. You can locate the nearest ATM to you online at www.the-exchange.ca or by downloading the ATM locator App for your Smartphone or GPS device.

Will it affect my card limits?

No, there will be not changes to your card limits.

Will it delay the clearing of ATM deposits, as in will the hold be longer than 5 days? No, ATM deposits will not change.

Looking for an ATM nearest you? Click to use The Exchange Network's ATM locator online, get the App or download the Point of Interest file for your GPS device!
Learn more at www.the-exchange.ca/