



Notice to Members

A Canada Post service disruption is currently in effect. As a result, Sunrise Credit Union members can expect a delay in receiving their paper statements, replacement MemberCards, renewals, and other Sunrise Credit Union communications.

Statement Delays

To avoid paper statement delays, sign up, or log in to your online banking account to access your e-statements. You may also visit your local branch for a printed statement, in-branch printing fees will be waived during the Canada Post strike for members who pay the monthly printed statement fee.

MemberCard Delivery

If your MemberCard is set to expire and you are expecting a new card to be delivered, you may experience delivery delays. Please visit your local branch for a temporary MemberCard.

Government Cheques

If you receive pay or government cheques by mail, visit your local Government of Canada establishment or fill out the form online: <https://www.tpsgc-pwgsc.gc.ca/recgen/form/inscription-enrolment-eng.html> Canada Post has negotiated an agreement with the Canada Union of Postal Workers to ensure select Government of Canada payments will be delivered by mail during the labour disruption. Canada Pension Plan, Old Age Security and Canada Child Benefit cheques will continue to be delivered by Canada Post.

Collabria Credit Card Bill Payments

Minimum monthly bill payments are expected to be paid on time during the postal disruption. Members are encouraged to use the Collabria websiteCardWise app to make payments, view your account and/or view your e-statements.

Term and Loan Notices

Members who have term or loan notices coming up, will be contacted by phone or email. Please contact your local branch to confirm your correct email and contact information.

Online Banking

To sign up for Online Banking to access your e-statements and make online bill payments, please visit your local Sunrise Credit Union branch.

Thank you for your patience, and we apologize for any inconvenience this may cause.