



# WINNIPEG POLICE CREDIT UNION

## Frequently Asked Questions RE: COVID-19

### **How do I sign up for Online Banking?**

We would love to help you with this! Nearly all your banking needs are available through our [Online Banking](#) system. Call us at 204-944-1033 and a staff member will be happy to help you set up your account.

### **How can I pay my bills?**

Your best option is to utilize the [WPCU Online Banking portal](#). From there, you can set up electronic bill payments, transfer between your accounts, and so much more! WPCU also has a smartphone app available on [iOS](#) and [Android](#). Our telephone banking service (1-866-491-7122) is available until June 1<sup>st</sup>.

During this time our tellers are also able to assist you over the phone. Please ensure you have your bill with you when you call as we'll need information from it to complete the payment.

If you'd prefer to pay your bills in person, please submit the bottom remittance portion of your paper bill, along with a cheque made payable to the business in our night deposit box located near the drive thru ATM at our 300 William Ave branch. We'll look after the rest!

### **I lost my debit card. How can I get a new one?**

Call us at 204-944-1033. You'll have to answer some security questions so we can verify it's you on the phone and then we'll get one ready for you. You can pick up your new card at our William Ave branch (300 William Ave) during our regular business hours. Please give us a call when you arrive, and we'll meet you at the front door. Once we have seen a piece of ID, we'll pass you your new card through the slot on the door. If you wish to change the assigned PIN for your new card, you can do so at any Credit Union ATM the following business day.

### **How can I change my withdrawal limit on my debit card?**

Typically, debit cards have a \$400 withdrawal limit per day. If you are needing a higher limit, please call us at 204-944-1033 and we can raise it for you temporarily. For your security, a withdrawal limit increase is temporary and will automatically be reduced back to the original limit of \$400 at the end of the business day.

### **How should I make my business deposits during the pandemic?**

Business deposits can be made at any of our WPCU ATMs or through the night deposit at the William branch. We have two ATMs at 300 William Ave and one in the Skywalk at 236 Graham Ave (Police Headquarters building).

### **I'm in the process of getting a new loan or mortgage with WPCU. How can I sign my documents?**

We have several flexible ways to complete your loan/mortgage with us. We can complete the entire application process over the phone and email or fax your documents for you to sign. Simply sign them and send them back the same way! You can also pick the documents up, take them home to sign and then return them back to either branch by calling your Advisor. Alternatively, we can arrange for a courier to deliver the documents to you and you can drop them off in our night deposit box

### **I'd like to invest some money with WPCU. How can I do that?**

Call 204-944-1033 to speak with our Wealth Advisor. Most transactions can be completed without a signature and we can email or fax any documents that do require one.