

## **Powell River Branch Renovation**

### **Member FAQ**

**1. Why is First Credit Union doing this renovation?**

The Joyce Branch is a 25-year-old building and requires some significant upgrades to keep it operational (e.g. heat pumps, lighting, roofing, windows) and ensure it remains functional for the next 25 years. We have already postponed this project several times but cannot put off these necessary upgrades any longer.

Since the building will already be undergoing these necessary upgrades, our Board of Directors, on behalf of our members, also approved a renovation to the building façade, which will improve its energy efficiency, and a branch redesign to better meet member and employee needs.

**2. Will all services continue during the renovation?**

Our branch will be fully operational during the renovation. While we can expect a little noise and mess, we are working hard to ensure that all services you have come to appreciate from First Credit Union will continue. Thank you for your patience – the temporary inconvenience will be worth it!

**3. What are the member benefits of the renovation?**

We are designing a branch that will enhance member experience today and well into the future! The updated design will include an improved contact centre, meeting rooms, improved training spaces for employee development, new technology for member communication, a fresh updated look, and improved ATMs.

**4. How is this renovation being funded?**

As buildings approach 30 years of age, there are upgrades and larger maintenance items (upgrades to heat pumps, lighting, roofing, and windows) that must be addressed. Knowing this, our Board, on behalf of our members, has prepared (and put aside the money) for these anticipated expenses for the past few years.

**5. Is First Credit Union using local contractors for this renovation?**

Yes! We are using local trades and suppliers wherever possible. Approximately 65% of the construction budget will be invested back into our community through local contractors.

**6. I still have questions – who should I contact?**

If you still have questions about the renovation or would like to speak directly to a manager, please contact our branch at 60-485-6206.