



Frequently Asked Questions

What benefit would Debden Credit Union members receive in merging with Diamond North Credit Union?

Debden members will benefit from additional products and services such as wealth management

What additional services will we gain from joining with Diamond North Credit Union?

There would be several new services to members and enhanced technology. An example would be Deposit Anywhere; this gives members the ability to deposit cheques by taking a picture of them with your mobile device. Other examples would be wealth services, mobile apps and expanded lending options.

What level of Wealth Management services will we have at Debden / Big River Credit Union?

The goal will be to have Wealth Management in both Debden and Big River branches as much as possible to provide the full service to meet or exceed our member's needs. Diamond North Credit Union has established a very strong Wealth Management service and provides this to our members on a regional basis.

Would the Debden Credit Union branches stay as full service branches and open 5 days a week?

Yes, we are looking at how we can better serve our membership and realize our potential for growth as we will have more capacity.

Who do I call for account information or to book an appointment after the merger?

You will continue to call our local telephone numbers and we would be happy to assist you as we always have in the past.

Can I go into any Diamond North Credit Union and access my account after the merger?

Yes, you will be able to walk into any branch of Diamond North Credit Union and access your account after the merger.

Will my cards still work after the merger?

Yes, your MemberCard and Global Payment cards will continue to give you the same access to your accounts.

Will the lending limits be changing and will I be able to do all my lending with the new credit union?

Yes, our lending limits will drastically increase and we should be able to handle ALL of your borrowing needs in the future.

Do you have a question we have not answered?

Please stop in and ask any of our staff and we will be happy to help you out.

or

Email us at info@debden.cu.sk.ca

Phone: Debden 306-724-8370 or Big River 306-469-4944.