



Notice to Members

A potential Canada Post service disruption could start Thursday, May 20, 2025. 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>.

In the event of a strike, Canada Post may negotiate 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.

Collabria Credit Cards and 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. To ensure a seamless transition, new or replacement credit cards will be delivered to Sunrise Credit Union via courier. Your local branch will contact you to pick up your new card when it arrives.

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.