

Canada Post service disruption

The Canada Post service disruption will delay mail delivery of paper statements, debit and credit cards, cheque orders, and HMECU communication.

At HMECU we care for the financial needs and wellbeing of our members so you can focus on what matters most. HMECU makes your banking easy and convenient by offering secure digital tools and services.

Online Banking Access: Members can sign up for online banking by calling 1-866-808-2888 or 905-575-8888, option 3 for Member Service, or visiting one of our branches.

For members who receive mailed statements but already have online banking, easily switch to e-Statements directly within online banking. Click this link for instructions on how to access your e-statements: [E-statements](#).

Digital Tools: Online and mobile banking allows members to pay bills, & send and receive money, without relying on mail. You can:

- View your bank accounts in real time.
- Access e-statements.
- View your investments
- View lending products.

For debit cards, members can visit a branch for a new or replacement card. For Collabria® credit cards, members can use [Collabria Cardwise](#) or the mobile app to view statements and make payments.

During the service disruption, members remain responsible for paying their bills on time. HMECU is here to help in person by visiting one of our branches, by phone or through online banking at hmecu.com.