

Meridian Credit Union Ltd.

2024 Directors Election

Frequently Asked Questions

When do I vote?

Voting on Meridian's 2024 Directors Election begins on Wednesday, March 27, 2024 at 8:00 a.m. Eastern and ends Thursday, April 11, 2024 at 5:00 p.m. Eastern.

Who can vote?

In order to be eligible to vote, Members must:

- Be a Member as of March 13, 2024;
- Have a \$1.00 Membership share; and
- Be 18 years of age or older

Which account number do I use to vote?

Your unique Voter ID is your Meridian account number where your \$1.00 Membership share is held.

NOTE: If you do not know which of your accounts holds your \$1.00 Membership share, please contact a Meridian branch or our Contact Centre at 1-866-592-2226.

How many votes do I get?

Each Member who holds a \$1.00 Membership share gets one vote. This is one of the defining principles of a co-operative (one Member, one vote).

What happens if I do not have a \$1.00 Membership share?

If you do not have a \$1.00 Membership share then you are not eligible to vote. Only Members who hold a \$1.00 Membership share can vote.

How do Retail (individual) Members participate in online voting?

To participate in online voting, you will need:

- Your account number where your \$1.00 Membership share is held; and
- Your password.

NOTE: Your password is the first three (3) characters of your postal code + the last four (4) digits of your home telephone number (for example, L0S3737).

If you recently moved or changed your home phone number, and have not provided your new information to Meridian, please contact a Meridian branch or our Contact Centre at 1-866-592-2226.

NOTE: If you received an email from Meridian with a personalized voting link, you may use that link to bypass the log-in process and proceed directly to the voting page, with needing a user name and password.

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Why did I not receive a personalized voting link by email?

All Members who are eligible to vote, and for whom Meridian has a valid email address on file, were sent a personalized voting link.

If you did not receive this email, and would like to receive a direct voting link for future voting, please contact your branch or Meridian's Contact Centre to ensure your email address is on file.

How do Business Members participate in online voting?

To participate in online voting, Business Members who hold a \$1.00 Membership share must have:

- The signed proxy form (proxy forms are available online at www.meridianCU.ca/AGM);
- The last 4 digits of the account number where the \$1.00 Membership share is held; and
- The password provided after the proxy form is submitted (the password will be provided by the Meridian employee upon receipt of the completed proxy form).

NOTE: Proxy forms must be signed by the President of the business or other senior executive with signing authority.

The signed proxy form must be submitted by email at AGM@meridianCU.ca or sent by Canada Post to the St. Catharines Corporate Office:

Mail: Returning Officer
 75 Corporate Park Drive
 St. Catharines, ON L2S 3W3

How do Business Members submit a proxy form?

1. Download and print a copy of the proxy form from our website at: www.meridianCU.ca/AGM, or request one in your local branch.
2. Complete the form naming the individual entitled to vote on behalf of the business (the proxy) and have the President or other senior executive with signing authority sign the proxy form. The proxy can be oneself, another Member, or a non-Member.
3. The signed proxy form must be submitted by email to AGM@meridianCU.ca, or mailed to the St. Catharines Corporate Office (mailing address listed above).
4. A Meridian employee will provide the proxy with the Voter ID (if needed) and Voter Password.

What happens if the Business account does not have a share?

If a Business account does not have a \$1.00 Membership share, this means that the Business Member holds the share under their Retail (personal) account (for Proprietorships or Limited Partnerships). This means that the vote will be cast under the personal Membership (not under the Business) and that there is no need to complete a proxy form.

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How did Meridian come up with my Voter ID and Password?

For Retail accounts

- The Voter ID will be the account number where your \$1.00 Membership share is held.
- Meridian uses data stored in our banking system as the basis for your password (for example, the first 3 characters of your postal code and the last 4 digits of your home phone number, i.e., **L0S3737**).

NOTE: The combination of account number, postal code, and phone number make the sign in information extremely difficult to guess for outsiders, but easy for you to remember.

If Meridian does not have part or all of the information required for your Voter Password, a randomly generated password will be assigned. Please contact any Meridian branch or our Contact Centre at 1-866-592-2226 to obtain it.

If you have recently moved or changed your home phone number, and have not provided your new information to Meridian, please contact a Meridian branch or our Contact Centre at 1-866-592-2226.

For Business accounts

- The Voter ID is the account number for the account where the \$1.00 Membership share is held.
- A randomly generated Voter Password will be provided when the completed and signed proxy form is submitted by email to AGM@meridianCU.ca, or mailed to the St. Catharines Corporate Office (mailing address listed above, on page 2).

NOTE: In the event that the proxy is not the Business Member, the Business Member must provide the Voter ID to the proxy.

Is my Voter Password case sensitive?

No. Your Voter Password is not case sensitive.

Who is CUES and why I am I going to their website to vote?

CUES (Credit Union Executives Society) is a company that provides support, training, and resources to Executives and Boards of Directors of Credit Unions. CUES has a great deal of expertise in facilitating board elections for credit unions across North America. Meridian has partnered with CUES multiple times, delivering online voting to our Members when there has been a vote. CUES has consistently provided an excellent level of service to Meridian and our Members.

CUES uses secure, state-of-the-art technology to ensure that their processes and results remain confidential. All voting data is transmitted over the Internet using an encrypted format that cannot be viewed during transmission—all personal information will remain secure.

Are there any other ways to vote?

If Members do not have access to a computer, they can also vote online at most Meridian branches across Ontario (except satellite branches or Commercial Banking Centres).

To find a location near you, visit our website <https://www.meridiancu.ca/contact-us/find>

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I am having trouble logging in, what can I do?

If you are a Retail Member

1. If you have multiple accounts, first check to make sure that you are using the account number where your \$1.00 Membership share is held as your Voter ID to sign in.
2. Try using the first 3 characters of your postal code + the last 4 digits of your phone number as your Voter Password (for example, LOS3737).

NOTE: If you have recently moved or changed your home phone number, and have not provided your new information to Meridian, please contact any Meridian branch or our Contact Centre at 1-866-592-2226.

If you need assistance with your password, or finding out which of your accounts holds your \$1.00 Membership share, please contact any Meridian branch or our Contact Centre at 1-866-592-2226.

If you are a Business Member

1. Your signed and completed proxy form must be submitted by email to AGM@meridianCU.ca, or mailed by Canada Post to the St. Catharines Corporate Office (address information listed on page 2).
2. Your Voter Password must be obtained at a Meridian branch upon submitting your proxy form.

NOTE: If you need assistance with your password, or finding out which of your accounts holds your \$1.00 Membership share, please contact a Meridian branch or our Contact Centre at 1-866-592-2226.

When I attempt to log in, I receive a message that I have already voted but I have not voted yet. What can I do?

If you attempt to log in and receive a message indicating that you have already voted, please contact CUES at meridiancuhelp@cues.org, a Meridian branch, or our Contact Centre at 1-866-592-2226.

My browser window closed before I could finish voting, and I am unable to log in again. What can I do?

If your browser window closed before you could finish voting, please wait 15 to 30 minutes before you attempt to log in again.

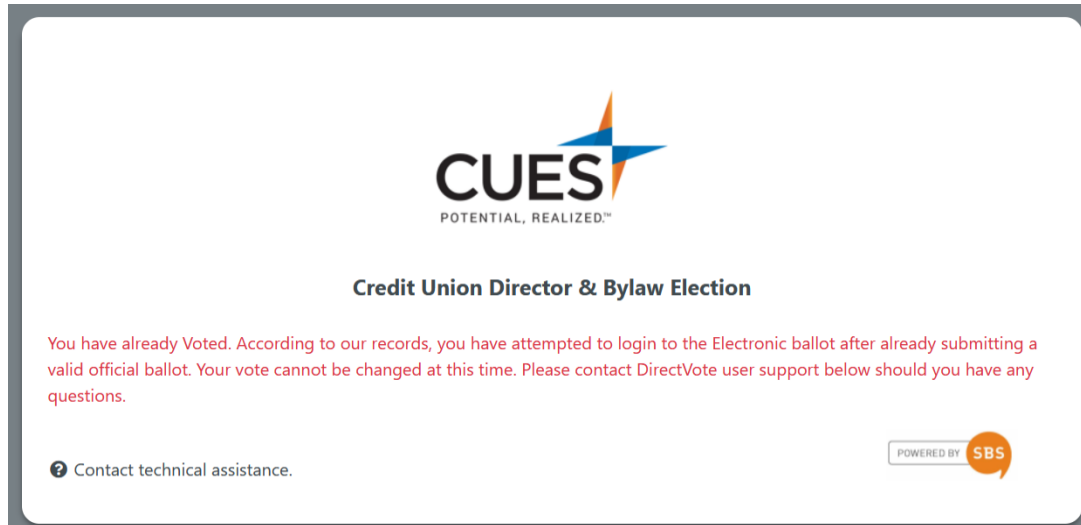
If you continue having difficulty logging in, please contact CUES at meridiancuhelp@cues.org, a Meridian branch or our Contact Centre at 1-866-592-2226.

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I am not sure if my vote registered successfully. What can I do?

If you log back into the voting website, a confirmation receipt will be displayed if your vote has been submitted successfully (see below for an example).



How do I find the voting results?

The results of voting for Meridian's 2024 Directors Election will be announced at our **Annual General Meeting on Thursday, April 18, 2024.**

For more information on the AGM and how you can participate, visit www.meridianCU.ca/AGM.