



# Sincerest Apologies

Dear Member,

On Sunday morning, September 08, 2019 our payment services provider (Everlink) responsible for debit cards, ATM and point of sale transactions experienced a major power outage at their data centre. We understand that for much of the day you could not use your Alterna debit card. I apologize for the inconvenience you experienced.

The Everlink power outage impacted financial institutions across Canada. We are working closely with them to understand how an interruption like this could occur, and due to the severity of this event, we are ensuring additional controls are in place to improve the stability and reliability of our debit card services. Again, we are very sorry for the inconvenience and the impact this outage had on you.

Please note, this event was not a threat to your personal information. There was no data breach and your information is secure.

If you have any additional questions or concerns, please send them to [CEO\\_President@alterna.ca](mailto:CEO_President@alterna.ca) and I will personally respond to you.

A handwritten signature in black ink, appearing to read "R3R".

Rob Paterson