

# ADDRESSING YOUR CONCERNS

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## 4. ADDITIONAL OPTIONS

**ALTERNA SAVINGS MEMBERS MAY ALSO CONTACT THE FINANCIAL SERVICES REGULATORY AUTHORITY OF ONTARIO.**

**CALL** 1.800.668.0128 or 416.250.7250

**FAX** 416.590.7070

**MAIL** Financial Services Regulatory Authority of Ontario,  
Licensing & Market Conduct Division – Credit  
Unions and Caisses Populaires Complaint 5160  
Yonge Street, Box 85 North York, ON M2N 6L9

### CONTACT US

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**CALL US** 1.877.560.0100

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**VISIT US** [alterna.ca](http://alterna.ca)

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**ALTERNA SAVINGS** [contactus@alterna.ca](mailto:contactus@alterna.ca)

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**AT ALTERNA WE PROVIDE BANKING SERVICES, BROUGHT TO YOU BY PEOPLE WHO REALLY CARE. IF WE FALL SHORT, WE WANT TO KNOW ABOUT IT AND WE WANT TO MAKE IT RIGHT.**

SHOULD YOU EXPRESS CONCERN ABOUT YOUR EXPERIENCE AT ALTERNA, IT WILL MOST LIKELY BE ADDRESSED AT YOUR BRANCH OR THROUGH OUR CONTACT CENTRE. SOMETIMES WE WILL NEED TO INVESTIGATE FURTHER TO MAKE SURE YOU ARE SATISFIED.



## HERE ARE THE STEPS FOR A QUICK RESOLUTION:

### 1. TALK TO US

We are here to help. Please contact your branch or the Contact Centre first, and our employees will do their best to resolve your concern to your satisfaction.

### 2. CONTACT OUR SOLUTIONS CENTRE

If branch or Contact Centre employees are unable to resolve your complaint to your satisfaction, please contact the Solutions Centre for further investigation.

**CALL** 1.877.560.0100

**FAX** 1.866.560.0177

**EMAIL** [solutions.centre@alterna.ca](mailto:solutions.centre@alterna.ca)

**MAIL** Alterna Solutions Officer  
319 McRae Avenue; First Floor  
Ottawa, ON K1Z 0B9

### 3. CONTACT YOUR ALTERNA OMBUDSPERSON OR PRESIDENT & CEO

If you have completed the first two steps and feel further action should be taken, you may contact either your Alterna Ombudsperson or your President & CEO.

**EMAIL** Alterna:  
[ombudsperson@alterna.ca](mailto:ombudsperson@alterna.ca)  
[CEO\\_president@alterna.ca](mailto:CEO_president@alterna.ca)

**MAIL** Alterna Ombudsperson or President & CEO  
319 McRae Avenue; First Floor  
Ottawa, ON K1Z 0B9