

Alterna wins 15 Customer Excellence Awards from Greater Toronto Contact Centre Association

Toronto, ON – June 7, 2021 – On June 3, the Alterna Savings and Alterna Bank (Alterna) Contact Centre team won a remarkable 15 awards at the Greater Toronto Contact Centre Association (GTACC) Virtual Customer Excellence Awards show. This outstanding result is due to the sincere and collective effort of the team to support their members and customers even during the most challenging times of the pandemic.

This year's award show theme was "Fireworks – People and teams whose light shines on customers and coworkers." At Alterna, the teams work hard to put those who bank with us first, and the Contact Centre clearly demonstrated that it's a winning strategy. Together, they received the overall Contact Centre Team award and the Giving Back Award to recognize the joy they sparked and their community impacts.

13 Alterna Contact Centre team members also received one of the GTACC's Individual Awards, recognizing them as a "firework" who inspire us everyday. This year's winners were Anabel Rodriguez, April Laframboise, Esperance Rujuta, Franca Ancona, Jennifer McIntyre, Katherine Brown, Kenny Saunders, Luigi Angelo Alana, Michelle Skalnicka, Nadine Spence, Nodumo Nyathi, Rukshana Dhungana, and Tara Sevigny.

"I couldn't be prouder to say that Alterna was recognized again this year and with so many accolades!" said Rob Paterson, Alterna Savings Presidents and CEO. "Throughout the COVID-19 pandemic, our Contact Centre has stepped up to the challenge of serving our members' and customers' changing needs. With stay-at-home orders in place for much of the past year, people were using our Contact Centre more often than ever for their day-to-day banking. Throughout this increased volume of calls our team has been patient, knowledgeable, friendly and most of all, caring. I cannot say enough good things about this team of "fireworks" who light up the member and customer experience with everything they do."

Visit <http://www.gtacc.ca/gtacc-awards-2021> to learn more about the GTACC Awards or watch the recording of the June 3 event on [YouTube](#).

About Alterna Savings

[Alterna Savings and Credit Union Limited](#) (Alterna) has been the good in banking for 112 years and, based on assets under management, is the 9th largest credit union in Canada. Alterna is made up of Alterna Savings and Credit Union Limited and its wholly-owned subsidiary, Alterna Bank. Together, we have \$10 billion in assets under management.

As the first full-service, member-owned co-operative financial institution outside Quebec, Alterna Savings shares its expertise with more than 185,000 members through a network of 36 branches across Ontario, that includes partner Peterborough Community Savings; as well as call centre and digital channels. Members and customers also benefit from an industry-leading online brokerage, investment management services, and have access to over 43,000 surcharge-free ATMs in North America with THE EXCHANGE Network in Canada and the Allpoint Network in the US.

For more information about Alterna Savings and its products please visit www.alterna.ca.

About Alterna Bank

[Alterna Bank](#) is The Good in Banking. As one of the most innovative digital banks in Canada, Alterna Bank puts clients before profits while taking bold approaches to help Canadians manage, grow and save their money. Alterna Bank launched its highly competitive and award-winning high interest eChequing, eSavings, RRSP and TFSA products in 2016, and convenient digital mortgages in 2017 through an easy-to-use digital banking platform. In addition, Alterna Bank customers benefit from an industry-leading online brokerage, investment management services, and have access to over 43,000 surcharge-free ATMs in North America with THE EXCHANGE Network in Canada and the Allpoint Network in the US.

Alterna Bank is a wholly-owned subsidiary of Alterna Savings and Credit Union Limited, which is the first member-owned cooperative financial institution outside Quebec and which has been operating in Ontario communities for 112 years.

For more information about Alterna Bank and its products please visit www.alternabank.ca.

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