

A BETTER BANKING EXPERIENCE

NEXUS COMMUNITY SAVINGS
(FORMERLY TCCU)

**THIS SPRING, WE'RE BRINGING YOU
THE ENTIRE SUITE OF ALTERNA SAVINGS
PRODUCTS AND SERVICES**



BUSINESS AND COMMUNITY BANKING



alterna savings

A BETTER BANKING EXPERIENCE

This spring, we're fulfilling our promise to you and bringing you the entire suite of Alterna Savings products and services on the Alterna Savings banking system. These changes offer you the selection and flexibility you asked for, while also providing access to our convenient online, mobile and telephone banking services.

To help you understand the exciting changes coming your way, we've put together this comprehensive brochure.

WHAT CAN YOU EXPECT?

The implementation of the Alterna Savings banking system begins after regular business hours on May 18th through to and including May 21st, 2018. During this period, there will be interruptions to and limitations on services, including ATMs. Alterna Savings's online, mobile, and telephone banking is expected to become available to you by early evening on May 19th.

Please be assured that we have worked very hard to keep the number of changes you will experience to a minimum; however, there are some changes you will want to be aware of. See the section Changes that Impact You to learn more about what's different.

Please also visit the Scheduled Service Interruptions for the full list of service interruptions.

HOW CAN YOU BE PREPARED?

You will want to review this guide so that you can see how your portfolio is impacted by changes to:

- product names
- associated services within the product bundle
- new services and products that you can leverage

In addition, we've called out everything you can do to in the "Get Ready" checklist, a helpful tool to prepare you for the coming changes.

You'll still be banking with the people you've come to trust, and you will now have the added benefit of greater product and service selection. Also, you will be able to visit any of the 32 Alterna Savings branches across Ontario for your banking needs.

Welcome to a better banking experience with Alterna Savings!

Sincerely,



ROB PATERSON
Alterna Savings and Credit Union Limited
President and Chief Executive Officer



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YOUR “GET READY” CHECKLIST

As we work to provide you with a better banking experience, please use this handy checklist to prepare yourself for the upcoming changes. In addition, make sure you review the full list of service interruptions at the back of this brochure.

- Your Member Number is changing. Watch your mail for information about this. You will need this new number to access online banking.
- Download any online transaction history you want for your records prior to May 18, 2018 at 7:00 p.m. After 7:00 p.m., account history prior to May 18, 2018 will only be available by contacting or visiting your local branch.
- Online banking will be unavailable from approximately 7:00 p.m. on May 18th to approximately 7:00 p.m. on May 19th. Please plan accordingly.
- Alterna Savings online and mobile banking will become available to members on May 19th. Please familiarize yourself with the Alterna Savings online banking platform which will replace the former Nexus platform following banking conversion.
- ATM or debit card transactions will be unavailable for about 15 minutes at approximately 8:30 p.m. on May 18th.
- If you have scheduled any future dated or recurring bill payments or pre-authorized debits and credits, these will take place as scheduled and will not be affected before, during, or after the service interruption.
- Familiarize yourself with the Banking Packages information and any changes to your existing account names that are outlined in this brochure.
- Sending or receiving a wire? Make sure you update any former information you had on incoming wire addresses.
- For members who get a monthly statement, you will receive a final Nexus-branded statement which will include transactions from May 1st to May 18th as well as an Alterna Savings-branded statement for transactions from May 19th to May 31st. After May 31st, you will receive Alterna Savings statements according to your preference listed in your online banking profile. You can also opt into receiving e-Statements. If you do not use online banking, please visit a branch or call the Contact Centre for assistance.
- Visit our website at <https://www.alterna.ca/AboutUs/NexusCStccu> to review additional information and to stay in the know.



MEMBER NUMBER CHANGES!

You'll be receiving a letter in the mail with your new member number. This number will be used for all your online and mobile banking activities so make sure you keep track of it!

CHANGES THAT WILL IMPACT YOU

ACCOUNT NAMES AND FEE PACKAGES

We have sought to align your existing accounts and fee packages with Alterna Savings products, however in some cases names have changed and fee packages may be a bit different. If you are using personalized account names, these will need to be re-established.

ONLINE BANKING


The first time you try to access online banking you'll be required to input your new member number, which you will receive in a separate mailing, and your current password. For your online banking account, you'll also be prompted to accept Alterna Savings's user agreement, change your password and set up a series of security questions for Alterna Savings's Increased Authentication. Keep track of your new member number and password because you'll need them for all future use of online banking.

Please note the following:

- Old passwords that are less than 4 characters will not work at initial login and you will need to call us to force a password change.
- If your online account has restricted access, any users accessing your account online will now have the ability to process transactions such as bill payments and transfers.
- Related accounts will no longer be available on online banking. Contact your local branch if you would like to consolidate multiple memberships or set up joint relationships between multiple members

INCREASED AUTHENTICATION

Increased authentication improves the safety of the online banking environment by adding challenge questions and answers at login. These questions increase the protection of online banking against 'phishing' and other fraudulent behavior. On your first login to online banking you will be asked to set up three challenge questions. There will be one set of security questions per login ID. If you have more than one membership at Alterna Savings you will need to set up this new security feature for each login ID. Please note that you will have to share security questions if you have a shared login. You will not be able to log into your online banking without setting up the questions.





ACCESS RESTRICTIONS

If you have multiple people authorized to access information or transact on your account, please note that some of the Account Access Restrictions on your account may have changed. Please contact us to review at your earliest convenience.

SUB ACCOUNT NUMBER CHANGES

If you have more than one chequing or savings account, you will still have the same number of accounts, however you may notice that their names have changed. A sequential number will be applied to each account name to help distinguish between accounts.

You will not need to take any action as any cheques, or Pre-Authorized Debit / Payment (PAD / PAP) instructions you have in place for these accounts, will continue to work as usual.

You will be able to rename your accounts in a custom way through online banking or in-branch. The custom name will display on your statements and in online and mobile banking.

STATEMENTS

If you currently receive statements by mail, this service will continue after the banking system upgrade, however, you will also be provided with electronic statements following the upgrade through Alterna Savings online banking.

If you do not currently receive statements, or pick them up in branch, following the banking system upgrade you will now have access to your statements through online banking. Here you can manage the method of delivery. If you do not use online banking, please visit a branch or call the Contact Centre for assistance.

CHEQUES

You can continue to use existing cheques, however there will be some changes if you are ordering new cheques. You will need to use your new member number and you will be ordering cheques from D&H, providing you access to a greater variety of cheque style options.

PROPERTY TAX ACCOUNT

If you have a Property Tax account, all the funds from this account will be moved to your new Daily Interest Savings account. Please utilize that new account to remit your payments to your city. Payment arrangements can be made by setting up direct payment with your city, visiting your branch or by using online banking.

ATMS

To prepare for banking system changes we are updating our ATM machines beginning in April 2018.

PROFIT SAVINGS ACCOUNT

This product is being discontinued, but don't worry. You're being moved to our Investment Savings Account where you're guaranteed to be paid monthly interest instead of yearly dividends, which are not guaranteed.





NEW PRODUCTS & SERVICES

While many services are staying the same, you will now have access to the Alterna Savings Mobile App along with several other services, including:

NEW PRODUCTS

SPECIALIZED BANKING PACKAGE FOR NONPROFIT AND COOPERATIVE HOUSING PROVIDERS

Housing co-operatives that are members of their local cooperative housing federation and non-profit housing providers that are also members of ONPHA will now be eligible for the CHIP Chequing account. Get access to competitive daily interest and regular term deposit rates, reduced service fees and even a courier service to make your first-of-month deposit easier.

COMMUNITY PLUS CHEQUING FOR INCORPORATED NONPROFIT ORGANIZATIONS

Incorporated Nonprofit Members who meet the eligibility requirements for the Community Plus Chequing plan will now receive interest on their daily closing balance (paid monthly) and free day-to-day transactions.

BUSINESS INVESTMENT SAVINGS ACCOUNT (BISA)

The Business Investment Savings Account offers your business significantly higher interest than a traditional savings account. It's a good place to park money before making a major investment decision or payment (such as CRA). The BISA is not a transactional account.

We deliver big interest on your savings:

- High interest rate
- No minimum balance required
- Easy access to your money

U.S. DOLLAR TERM DEPOSIT

If you want to protect your [U.S. dollars](#) from exchange rate fluctuations while earning interest at a guaranteed rate then this is the perfect investment for you. What other benefits can you expect from our U.S. Dollar Term Deposit?

- Flexible terms available – terms from 30 days to 5 years
- Competitive interest rates – guaranteed for the term of your investment

U.S. CHEQUING

Getting a U.S. Chequing account? Here are some of the great benefits you'll have access to:

- Get two free day-to-day transactions per month
- Get unlimited day-to-day transactions if you have a balance of at least \$5,000 in your account
- Earn interest on \$200 and up

INTERAC FLASH®

Alterna Savings now offers you [Interac Flash®](#) – a contactless payment feature on your debit card. Pay for smaller purchases faster and easier. Simply hold your debit card up to the pay terminal and wait for the "Approved" message or beep to indicate the completion of your transaction.

Important Notice: Your old debit card will stop working as of August 1st, 2018.

You will receive a new Alterna Savings Flash card between May 19th and July 31st.

CONTINUING SERVICES

AGRICULTURAL CHEQUING

A chequing account for producers of agricultural products that allows for everyday banking transactions.

AGRICULTURAL SAVINGS

The Agricultural Savings Account (AgrilInvest) is a self-managed savings account designed to help producers of agricultural products manage small income declines and make investments to manage risk and improve market income.

Benefits:

- Higher Interest Rate when compared to traditional savings accounts
- Receive matching government contributions
- Flexibility to withdraw funds anytime



NEW SERVICES AVAILABLE TO YOU IMMEDIATELY

ONLINE BANKING SECURITY ALERTS

At Alterna Savings we take the security of your account very seriously. The security alert feature in our online banking system allows you to set up notifications to alert you about suspicious online banking activity directly by e-mail or text message. You can customize the alert types to be notified as little or as often as you like.

MOBILE BANKING

Handling your money should be quick and painless. With the Alterna Savings mobile app – get the full experience, right at your fingertips. Access your accounts anytime, anywhere, using the same login and password for your online banking. Available for download at the Google Play Store or on iTunes.

Please note:

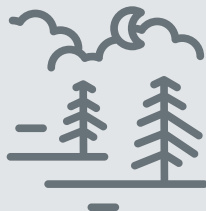
- Before using our mobile app to do your banking, be sure to first login to online banking from your computer or laptop. Once you've accepted the online agreement you'll be given full access to the app!

DEPOSIT ANYWHERE™

You can now deposit your cheques any time and any place, through Alterna Savings's mobile banking app. Simply download the app, submit the details and a photo of the cheque and get instant access to your money. It's quick and secure!

INTERAC E-TRANSFER®

Sending money and receiving money with Interac e-Transfer® is quick, convenient and easy, from start to finish. With one simple transaction, you can send money directly to almost anyone in Canada. There's no need for cheques or visits to an ATM. Plus it's secure – there's no sharing of bank information, all you need is an email address. Please note that Interac e-Transfer® will be replacing your current automatic electronic credit transactions service.





NEW SERVICES WE CAN HELP YOU SET UP

BUSINESS ONLINE BANKING

This service will allow you to set up multiple users and support accounts which require two signers to approve transactions. In addition, account owners can also provide others with full view only access to their accounts. People with view only access can receive and deposit funds, but are unable to withdraw funds from the account, allowing many of our business and community members to take advantage of the full online banking service.

EFT CANADA

Alterna Savings provides our members with electronic funds transfers through EFT Canada. EFT Canada is a paperless system that provides for the inter-bank clearing of electronic entries for participating financial institutions. This secure service provides speed and efficiency in collecting one-time or recurring payments from customers (Debit Service), as well as remitting one-time or recurring payments to customers (Credit Service)¹. This third party service is currently free to Alterna Savings members². This service is only available in Canada for Canadian funds transfer. EFT Canada can be set up to support multiple users and also supports members who require two signers to approve a transaction.

Note – ¹Members need to qualify for the credit service. ²Service fees for using EFT Canada are currently under review by Alterna, with a plan to implement a fee in the future as is standard practice for this service. While a fee for this service has yet to be finalized, Alterna will look to align it with standard pricing offered by other financial institutions and will clearly communicate these changes once they are in place.

ACCOUNT NAME AND FEE PACKAGE CHANGES FOR BUSINESS AND COMMUNITY MEMBERS



We have done our best to ensure that your accounts and fee packages continue to meet your needs. At Alterna Savings, we work hard to tailor our banking products and fee packages to the needs of our business and community organizations. We've listed below how we categorize organization types.

Business members include:

- Sole proprietorships
- Partnerships
- Corporations
- Condominium corporations
- Co-operatives with share capital

Community members include:

- Incorporated Non-Profits
- Co-operatives without share capital
- Registered charities
- Unincorporated associations
- Sports clubs/teams
- Neighbourhood associations
- Union locals

Some of the account names and fee packages you are familiar with will change as part of the system conversion. The following chart illustrates the new product names as they'll appear on your statements, and in online and mobile banking.

Please refer to the [Business Service Fee Listing](#) for full details on Banking Packages, Savings accounts and information on day-to-day transactions. Unincorporated associations should refer to the [Personal Service Fee Listing](#).

| PRODUCT TYPE | ELIGIBLE BUSINESS OR COMMUNITY ORGANIZATION TYPE | NEXUS COMMUNITY SAVINGS PRODUCT NAME | ALTERNA SAVINGS PRODUCT NAME ⁴ | FEE PACKAGE ⁴ |
|--------------------------------|--|--------------------------------------|---|---|
| Chequing Accounts ³ | Business | Business Chequing – C02 | Business Simply chequing | Note: Nexus Pay As You Go package is now Business Pay as You Go |
| | | Agri Chequing – C15 | Business Simply Chequing (renamed to Agricultural Chequing) | |
| | | US Dollar Chequing – C05 | Business US Chequing | |
| Savings ³ | Business | Regular Savings – S12 | Business Daily Interest Savings | Personal Basic or Personal Pay as You Go ⁵ |
| | | Profit Savings – S11 | Business Investment Savings Account | |
| | | Agri-Invest – S06 | Agricultural Savings | |
| Savings ³ | Incorporated Non-Profit | Profit Savings – S11 | Business Investment Savings Account | Personal Basic or Personal Pay as You Go ⁵ |
| | | Profit Savings – S11 | Investment Savings Account ⁵ | |
| Savings ³ | Unincorporated Association ⁵ | Profit Savings – S11 | Investment Savings Account ⁵ | Personal Basic or Personal Pay as You Go ⁵ |
| | | Profit Savings – S11 | Investment Savings Account ⁵ | |



³How you earn interest is changing on some Chequing and Savings Accounts. The new interest rate calculations are available on our website at <https://www.alterna.ca/Rates/Accounts/> or visit us in branch.

⁴Please see the [Business Fee Schedule](#) for more information, unless otherwise indicated you will be transferred to the business fee package that meets your historic transaction levels. Please refer to the [Personal Services Fee Schedule](#) for more information.

| PRODUCT TYPE | ELIGIBLE BUSINESS OR COMMUNITY ORGANIZATION TYPE | NEXUS COMMUNITY SAVINGS PRODUCT NAME | ALTERNA SAVINGS PRODUCT NAME | FEE PACKAGE |
|-----------------|--|---|---|-------------|
| Term Deposits | All | Short Term Deposit Long Term Deposit 12 – 17 Month Term Deposit 18 – 23 Month Term Deposit | Short Term Deposit 1 – 5 Year Term Deposit 12 – 17 Month Term Deposit 18 – 23 month Term Deposit | |
| Mortgages | All | Agricultural Mortgage Commercial Mortgage | Commercial Mortgage | |
| Lines of Credit | All | Non Profit Line of Credit | Regular or Business Line of Credit | |
| Loans | All | Commercial Loan Agricultural Loan | Commercial Loan | |



SCHEDULED SERVICE INTERRUPTION

| SERVICE/PLACE IMPACTED | MAY 18 | MAY 19 | MAY 20 | MAY 21 | MAY 22 |
|--|--|--|-----------------------------|---------------------------------|---------------------------------------|
| Nexus Branches | Regular branch hours | Branch closed | Branch closed | Branch closed (civic holiday) | Regular branch hours |
| Alterna Savings Branches | Regular branch hours | Regular branch hours | Branches closed | Branches closed (civic holiday) | |
| Contact Centre | 8:00 a.m. – 8:00 p.m. (regular hours) | 9:30 a.m. – 4:00 p.m. (regular hours) | Closed | Closed (civic holiday) | 8:00 a.m. – 8:00 p.m. (regular hours) |
| ATMs/Debit Purchases | Service not available at 8:30 p.m. for approx. 15 minutes. | Service available, subject to your maximum withdrawal limits | Service available as normal | | |
| Alterna Savings Online, Mobile & Telephone Banking | Service not available at 7:00 p.m. | Available at approximately 7:00 p.m. | Service available as normal | | |

ALTERNA SAVINGS BRANCH AND CONTACT CENTRE SUPPORT

Have questions about your accounts?
We'd like to answer those for you.

Contact your local branch if you have questions about your account, products or services.

For general information and extended hours service, you can also call our [Contact Centre](#).

There are a few more ways you can get in touch with us.

If you have questions regarding Alterna Savings, please fill out the [General Feedback](#) form and we will respond by the next business day.

If your request requires the disclosure of confidential, account or personal information, please call us or use our secure [feedback form](#) (please remember to log into your Online Banking account first to secure authenticity). For your protection and privacy, please do not send personal or account information by email.



alterna savings

1.877.560.0100

www.alterna.ca/AboutUs/NexusCStccu

