

A BETTER BANKING EXPERIENCE

NEXUS COMMUNITY SAVINGS
(FORMERLY TCCU)

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



PERSONAL 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 there are steps you may want to take to prepare for the change. 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 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 member 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 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!

Please note: If you have more than one membership today, you will receive a new member number for each one. If you have a joint membership account, each joint party will receive their own member number for that account.

CHANGES THAT IMPACT YOU

Changes are coming but we want to make sure you know what to expect. See how you'll be impacted by changes to certain products and services in the list below:

CREDITS TO OTHER FINANCIAL INSTITUTIONS

You'll still be able to transfer funds from your account at Alterna Savings to an account at another financial institution, but you'll need to go to the other financial institution and set this type of transaction up. This will allow the other financial institution to credit your account and send a debit transaction to your Alterna account. In place of the member to member functionality, you can also use e-Transfer.

CHEQUES

You can continue to use your existing cheques, but there will be some changes if you're planning on ordering new ones. You'll need to use your new member number and can continue to order cheques through the same credit union channel you did previously. However, D&H will be the new cheque provider, giving you access to a greater variety of cheque style options. In addition to your new cheques, we'll now be providing you with Certified Cheques instead of Official Cheques.

ATMs

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

SAFETY DEPOSIT BOXES

Good news! All safety deposit box prices are going down.

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.

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.

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 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.
- 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.

RRSP, RRIF AND TFSA CONTRACT NUMBER CHANGES

Your registered plan contract number is changing for registered plans such as RRSPs, RRIFs and TFSAs. This new contract number will support the Canada Revenue Agency (CRA) regulatory reporting requirements. There's nothing you need to do and any automated payments or contributions you have in place will continue. You will be able to find the new contract number on your All-In-One® Statement.

ESTATEMENTS

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.



NEW SERVICES

While many services are staying the same, you will now have access to the Alterna Savings Mobile App, Alterna Savings online banking and several other services.

NEW SERVICES for Nexus Community Savings! As a result of being on boarded to the Alterna Savings banking system, you will now have access to 39 new products and services. What do these include? New demand accounts, banking packages, term deposits, credit solutions, investment shares and so much more! Here's a quick glance of a few of the new products and services that'll be available to you. Please make sure that you visit Alterna.ca to become familiar with our entire product suite.

ALTERNA SAVINGS MOBILE APP

Handling your money should be quick and painless. Get the full experience right at your fingertips with the Alterna Savings [mobile app](#). 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!

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. **Effective June 1, 2018 Interac e-Transfers® are becoming a day-to-day transaction built in your banking package.**



BUYER PROTECTION & EXTENDED WARRANTY

Have peace of mind knowing that we've got you covered. When you use your debit card for eligible purchases you receive Buyer Protection and Extended Warranty at no additional cost. Coverage is included on our Basic, Value, Unlimited, Good Life, Student and Youth Start packages.

U.S. DOLLAR TERM DEPOSITS

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 Deposits?](#)

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

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.

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, secure and free!



STANDARD SERVICES

CURRENT SERVICE NAME	>	NEW SERVICE NAME	DETAILS
Bill Payments	>	Bill Payments*	Now pay your bills using the Alterna Savings Mobile app!
	>	Interac e-Transfer®*	Now send e-Transfers using the Alterna Savings Mobile app
Official Cheques	>	Bank Drafts*	Same service, new look!
	>	Certified Cheques*	Now available in branch.
Foreign Exchange	>	Foreign Exchange*	Get access to almost any type of currency.
Personalized Cheques	>	Personalized Cheques*	Same service, new look!
Pre-authorized payments and Direct Deposit	>	Pre-authorized payments and Direct Deposit*	Please refer to your banking package to find out how many Pre-authorized payments and direct deposits are available.
Stop Payments	>	Stop Payments*	To stop payments, contact the Alterna Savings Contact Centre, or visit us in branch.
Wires	>	Wires*	If you need to send or receive money quickly and safely across the country or internationally, a wire transfer (sometimes also called a wire payment) is often the best option.

*See [Personal Service Fee Listing](#) for all Alterna Savings and Credit Union Limited fees including day-to-day transaction fees.





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.

NAME CHANGES FOR PERSONAL DEMAND AND INVESTMENT PRODUCTS

To make it easier for you, we're simplifying the way some of our products are named, as well as merging a few similar products together. The following charts illustrate the new product names as they'll appear on your statements, and in online and mobile banking.

PRODUCT TYPE	NEXUS COMMUNITY SAVINGS PRODUCT NAME	ALTERNA SAVINGS PRODUCT NAME
Shares	Share Capital	Membership Share
	Class B, Series 1	Bonus Shares
	Class A, Investment Shares, Series 5	Investment Shares Class A Series 5
	TFSA Class A, Invest. Shares, Series 5	TFSA INV Shares Class A Series 5
	RRSP Class A, Invest. Shares, Series 5	RSP INV Shares Class A Series 5
Chequing and Savings Accounts	C01 – Personal Chequing*	Simply Chequing
	C08 – Senior Chequing*	
	C09 – Student Chequing*	
	US Dollar Chequing*	US Chequing
	Regular Savings S12*	Daily Interest Savings
	Save It Up S13*	
	Profit Savings S11*	Investment Savings Account
	Property Tax S99*	Daily Interest Savings

* How you earn interest is changing on some Savings Accounts. The new interest rate calculations are available on our website at www.alterna.ca/Rates/Accounts/ or visit us in branch. Please refer to the [Personal Service Fee Listing](#) for details on Savings accounts and information on day-to-day transactions.



PRODUCT TYPE	NEXUS COMMUNITY SAVINGS PRODUCT NAME	ALTERNA SAVINGS PRODUCT NAME
Personal Account Packages	Pay as You Go	Pay as You Go
	TCU \$ense	Basic
	TCU Makes \$ense	Value
	TCU Smart \$ense	Unlimited
	TCU Smart \$ense C08	Good Life
	TCU 60+ Club	
	TCU \$ense, TCU Makes \$ense and TCU Smart \$ense with student discount	Student Life
	TCU \$ense, TCU Makes \$ense and TCU Smart \$ense with youth discount	Youth Start
	Please refer to the Personal Service Fee Listing for details on Savings accounts and information on day-to-day transactions.	
Term Deposits	Short Term Deposit	Short Term Deposit
	Long Term Deposit	1-5 Year Term Deposit
	12 – 17 Month Term Deposit	
	18 – 23 Month Term Deposit	18-23 Month Term Deposit
	Variable Rate Term (RRSP)	RRSP Investment Savings Account
	Variable Rate Term (RRIF)	RRIF Investment Savings Account
	Variable Rate Term (TFSA)	TFSA Investment Savings Account



VARIABLE CREDIT PRODUCTS LINKED TO PRIME INTEREST RATE

If you have a variable credit product, such as a Line of Credit or Mortgage, the prime interest rate used to determine your overall interest rate will remain unchanged at 4%. If you prefer to have your prime interest rate aligned with Alterna Savings, you'll need to submit a new credit application.

All new variable credit products that you open will be linked to the Alterna Savings prime interest rate. This includes mortgages which are renewed into a variable rate product.

For more information about interest rates, please visit the Alterna Savings [website](#).

NEW CREDIT PRODUCTS

Get excited, because we have 4 new credit products coming your way!

INVESTMENT MORTGAGES

Thinking about investing in a residential investment property? Alterna Savings offers four different investment mortgage solutions for its members.

FLEXI MORTGAGES

The Flexi-Mortgage offers the flexibility of splitting a single mortgage into segments. Borrowers renewing or taking new mortgages can split their mortgage in up to six different fixed or variable rate mortgage terms. Each segment acts independently with its own term, rate and amortization period.

MULTI-OPTION MORTGAGES

With the Alterna Savings Multi-Option Mortgage, you can use the equity in your home to manage all your credit needs. The Alterna Savings Multi-Option Mortgage offers the combination of a mortgage with other financing options such as a Secured Line of Credit at attractive rates, all within one product.

INVESTMENT LOAN & LINE OF CREDIT

Sometimes it pays to borrow to invest. An example of this is using RRSP loans to make the maximum contribution to your RRSP – the amount you'll save on taxes is often much more than the interest you'll pay to borrow. An Alterna Savings Investment Loan or Line of Credit is an ideal way to do just that.

Please visit the Alterna Savings website at www.Alterna.ca to learn more about these products and others.



NAME CHANGES FOR CREDIT PRODUCTS

We've also merged similar credit products together and simplified the naming to make it easier for you. The below chart illustrates the new product names as they'll appear on your statements, online and mobile banking.

PRODUCT TYPE	NEXUS COMMUNITY SAVINGS PRODUCT NAME	ALTERNA SAVINGS PRODUCT NAME
Mortgages	Closed Mortgage	Closed Mortgage
	Open Mortgage	Open Mortgage
Loans	Personal Loan (Variable/Fixed)	Personal Loan (Variable/Fixed)
	RRSP Loan	Investment/RRSP Loan
	Bridge Loan	Bridge Loan
Lines of Credit	Overdraft	Overdraft
	Secured Personal LOC (Secured or Unsecured)	Unsecured or Secured Line of Credit*
	Home Equity Line of Credit (HELOC)	Secured Line of Credit*
	Line of Credit	Unsecured Line of Credit* or Overdraft Protection**
	Student Line of Credit	Student Line of Credit* or Overdraft Protection**
	Agri Chequing with Overdraft	Overdraft

* Line of Credit's at Alterna Savings are standalone products and do not need to be attached to an account. However, if your Line of Credit was linked to a deposit product previously it will continue to be. **In some instances your Line of Credit may have changed to an Overdraft Protection. You'll be able to confirm this by logging onto online banking or asking a representative at your branch.

For more information in regards to Overdraft Protection and applicable fees, please visit the [Alterna Savings website](#).

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 of 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

