

A BETTER BANKING EXPERIENCE

**PETERBOROUGH
COMMUNITY SAVINGS**
(A DIVISION OF ALTERNA SAVINGS)

**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

LOOKING FORWARD

This spring we're pleased to introduce the launch of even better banking with the implementation of Alterna Savings' banking system at Peterborough Community Savings. This important change builds on the benefits you have already received since becoming a division of Alterna Savings.

Our conversion to the Alterna Savings banking system means that we will benefit from more services like:

- mobile banking
- improved online banking services
- a larger network of branches and ATMs
- a contact centre for support on Alterna products and services

To find out more about what's changing, we encourage you to review this guide. Please pay special attention to the "Get Ready" checklist to help you prepare for all the exciting changes!

As always, your PCS team is here to answer any questions you may have and look forward to bringing you an improved banking experience.

A handwritten signature in black ink that reads "Beth Bruesch". The signature is fluid and cursive, with a long horizontal stroke at the end.

BETH BRUESCH, ICUDE
President, Peterborough Community Savings,
a division of Alterna Savings & Credit Union Limited



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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 and telephone 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.
- PCS 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.
- If you use Interac e-Transfers® to send or receive funds there are some important things you need to be aware of. Please see the Changes That Will Impact You section for more information. Key dates to note:
 - Deadline to send any Interac e-Transfers® – May 11th 8:00 p.m.
 - Deadline for recipients to accept any Interac e-Transfers® – May 16th 1:00 p.m.
 - For e-Transfers received by the member from another financial institution, service is unavailable May 16th 1:00 p.m. – May 19th 7:00 p.m. If you hold on to the email, you will be able to deposit the funds into your account on the new system on or after May 19th, 7:00 p.m.
- The PCS public website url will remain unchanged and will redirect you to a new PCS website landing page. This landing page will have PCS branding and all other website pages will now be replaced with those from Alterna Savings’s public website.
- ATM or debit card transaction 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.
- Visit our website at <https://alterna.ca/AboutUs/PCS/> 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, telephone 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 existing 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. For example, if you currently have a Community First and Spec Non-Profit account, they will both be called "Simply Chequing" and will be identified by a sequential number - i.e. Simply Chequing 1 and Simply Chequing 2.

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 continue to 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 pick up your statements at the branch, you will be able to continue to do so after the fifth business day of the month. When you pick up your first statement, you will be given the option to have the statement mailed to you, or, you can opt-in to receive e-statements at any time. You may also opt-in by selecting 'eStatements only' in your online banking profile under My Accounts > Statement Preferences.

If you do not currently receive statements, or pick them up in-branch, following the banking system update 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.

INTERAC E-TRANSFERS®

We are not able to migrate existing e-Transfer history or sender or recipient profiles to the new system. You will need to re-create sender and recipient profiles in the online banking system after the integration is complete. You may wish to take screen shots of any sender or recipient profile information or e-Transfer history that is important.

- You will need to send any e-Transfers by May 11th at 8:00 p.m. Those e-Transfers will need to be received by the recipient by May 16th at 1:00 p.m. Any sent e-Transfers that have not been cancelled by you or received by the recipient by 1:00 p.m. on May 16th will be automatically cancelled and credited back to your account. You will need to resend these e-Transfers post conversion.
- You will not be able to receive any Interac e-Transfers® into your account after 1:00 p.m. on May 16th. If you hold on to the email, you will be able to deposit the funds into your account on the new system on or after May 19th at 7:00 p.m.

AUTOMATIC FUND TRANSFER FILES

You should be aware that Alterna Savings runs two AFT files each day, one by 8:00 a.m. and the other at noon. PCS only ran one file each day. This means that you may need to pay greater attention to the funds in your account in order to avoid fees and complications associated with Non-Sufficient Funds (NSFs).

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.

ATMs

To prepare for banking system changes we are updating our ATM machines beginning in April 2018, after which they will no longer have Electronic Bill Payment functionality, but don't worry! Other bill payment options are available to you.





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.

NEW PRODUCTS

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

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 with Community First C26 or the Special Non-Profit plan meet the eligibility requirements for the Community Plus Chequing plan and 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.



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

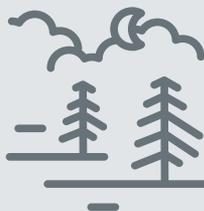
Handling your money should be quick and painless. With the Alterna Savings mobile app – get the full experience, right at your fingertips. Access your accounts anytime, anywhere, using the same login and password for your online banking. Available for download at the Google Play Store or on iTunes.

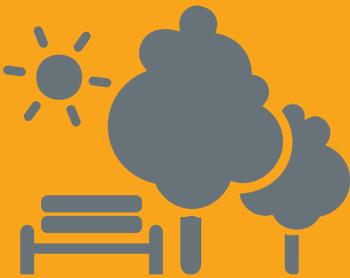
Please note:

- 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!





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 Savings, 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 Savings 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	PETERBOROUGH PRODUCT NAME	ALTERNA SAVINGS PRODUCT NAME ⁵	FEE PACKAGE ⁵
Chequing Accounts ³	Business	Mom and Pop C10	Business Simply Chequing	Business Basic
		Business Leader	Business Chequing	Business Value
	Incorporated Non-Profit	Community First C26	Community Plus Chequing	N/A
		Spec Non-Profit		
	Unincorporated Association ⁶	Community First C26	Simply Chequing ⁶	Personal Basic banking package or Personal Pay As You Go ⁶
		Spec Non-Profit		
Savings ³	Business	Plan 24	Business Daily Interest Savings	N/A
	Incorporated Non-Profit	Plan 24	Business Daily Interest Savings	
	Unincorporated Association ⁶	Plan 24	Daily Interest Savings ⁶	
Term Deposits	All	Short Term Deposit	Short Term Deposit	
		Long Term Deposit	1-5 Year Term Deposit	
		1 YR Redeemable	1 Year Redeemable Term Deposit	
Credit	All	Business LOC (Unsecured)	Business LOC (Unsecured)	
		Business LOC (Secured)	Business LOC (Secured)	
		Commercial Mortgage	Commercial Mortgage	
		Commercial Loan	Commercial Loan	



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

⁵Please see the [Business Fee Schedule](#) for more information. ⁶Please refer to the [Personal Services Fee Listing](#) for full details on Banking Packages, Savings Accounts and information on day-to-day transactions.



SCHEDULED SERVICE INTERRUPTION

SERVICE/PLACE IMPACTED	MAY 18	MAY 19	MAY 20	MAY 21	MAY 22
PCS 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/PCS

