



ADDRESSING YOUR CONCERNS

CONTACT US

CALL US 1.877.560.0100

FAX US alterna.ca

ALTERNA SAVINGS getintouch@alterna.ca

SHOULD YOU EXPRESS CONCERN ABOUT YOUR EXPERIENCE AT ALTERNA, IT WILL MOST LIKELY BE ADDRESSED 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 the Contact Centre first, and our employees will do their best to resolve your concern to your satisfaction.

2. CONTACT OUR SOLUTIONS CENTRE

If 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

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
CEO_president@alterna.ca

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

4. ADDITIONAL OPTIONS

Alterna members may also contact the Financial consumer agency of Canada.

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