

YOUR ALTERNA BANKING GUIDE

COMING TOGETHER TO BRING YOU AN
EXCEPTIONAL BANKING EXPERIENCE
JULY 2023



alterna
savings

EXPERIENCE THE GOOD IN BANKING®

I am pleased to announce that PACE members will soon move to Alterna Savings' banking system. This means you will gain access to over 35 new products and service offerings, including new accounts, banking packages, term deposits, credit solutions, mortgages, and so much more! The conversion onto Alterna's banking system will also give you greater flexibility in your banking options and convenient access to services through our new online and mobile banking platforms, making accessing your accounts digitally easier than ever. The conversion onto Alterna's banking system will also increase branch support, with 46 branches across Ontario available for all members.

We've prepared this comprehensive brochure to help you understand the exciting changes coming your way.

WHAT CAN YOU EXPECT?

The implementation of the Alterna Savings banking system begins on June 30th after regular business hours and will be completed by July 2nd. During this period, there will be interruptions and limitations on services, including in-branch services, ATMs, online and mobile banking. We expect all services to become available to you by July 1st at 11 pm.

Please be assured that we have worked very hard to keep the number of changes you will experience to a minimum; however, there will be changes, and we want to ensure that you are prepared. In the *Changes that Impact You* section, you can learn more about what will be different.

Please also visit the *Scheduled Service Interruptions* section for the complete list of the services that will be interrupted from June 30th to July 2nd.

Work will begin soon to re-brand PACE branches as Alterna Savings. This refresh work may not be completed in all branch locations by July 4th, when branches re-open. Even if the re-branding is incomplete, rest assured you'll still be able to do all your Alterna banking at any branch location.

HOW CAN YOU BE PREPARED?

This guide will help you understand how your portfolio will be impacted by changes to:

- Product names
- Changes to banking packages, products and bundles
- New services and products available to you
- New website, online banking platform and mobile banking app

In addition, we've listed everything you can do to prepare in a helpful **Get Ready Checklist**.

You'll still be banking with the same people you've come to trust but will now have the added benefit of a wider range of products and services, access to 46 branches across the province, and support from the Alterna Contact Centre 7 days a week. Our Contact Centre is available for calls from 8 am – 8 pm, Monday-Friday, and from 9:30 am – 4:00 pm Saturday and Sunday.

We're excited to be coming together to bring you an exceptional banking experience.

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 an exceptional banking experience, there are steps you may want to take to prepare for the change. In addition, make sure you review the complete list of service interruptions.

- Your Member Number is changing. Watch your mail for specific information about this. You will need this new number to access online and mobile banking.
 - To register for online and mobile banking, you'll need to have an up-to-date mobile phone number or email address on file. Update your email address and mobile phone number with PACE before June 30th to ensure we have this information in our banking system.
 - Download any online transaction history, including any e-Transfer data you want for your records before June 28th at 5:00 pm. After June 28th, your account history with PACE will only be available by contacting or visiting your local branch.
 - Online and mobile banking will not be available from approximately 7:00 pm on June 30th to approximately 11:00 pm on July 1st. Please plan accordingly.
 - ATM or debit card transactions will not be available for about 15 minutes on June 30th at 7:00 pm.
 - You will receive your final PACE branded statement which will include transactions from June 1-30 in July. Your July statement for transactions between July 1-31 will be Alterna Savings branded.
 - 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 information is outlined in this brochure.
 - If you use Interac e-Transfer® to send or receive funds, there are some important dates which could affect your transfers. Please see the "Changes that Impact You" section of this brochure for more information.
 - Sending or receiving a wire? You will need to provide information regarding the purpose of the wire and the recipient's information.
 - The PACE Credit Union public website address, will remain unchanged leading up to conversion, but will redirect you to Alterna Savings website as of June 30th at 7 pm.
- For more information visit our website at alterna.ca

SCHEDULED SERVICE INTERRUPTION



SERVICE/PLACE IMPACTED	JUNE 30 th	JULY 1 st	JULY 2 nd	JULY 3 rd	JULY 4 th
PACE Branches	Regular Branch hours	Branch Closed	Branch Closed	Branch Closed	Regular Branch hours
Alterna Savings Branches	Regular Branch hours	Branch Closed	Branch Closed	Branch Closed	Regular Branch hours
PACE Contact Centre	8:30 am - 4:30 pm	CLOSED	Services Transferred to Alterna Contact Centre 1.877.560.0100		
Alterna Contact Centre	8:00 am - 8:00 pm	8:00 am - 4:00 pm	8:00 am - 4:00 pm	8:00 am - 8:00 pm	8:00 am - 8:00 pm
ATMs/Debit Purchases	Service not available at 7:00 pm for approx. 15 min	Service available subject to reduced withdrawal limits.	Services available as normal		
Alterna Savings Online & Mobile Banking	Service not available as of 7:00 pm	Service available at 11:00 pm	Services available as normal		
PACE Online & Mobile banking	Service not available as of 7:00 pm	Service not available as of 7:00 pm	Register for Alterna online and mobile banking		

Please note, the service interruption times on the chart above are subject to change. Please visit alterna.ca for updated service interruption information.

YOUR MEMBER NUMBER IS CHANGING!

You'll be receiving a letter in the mail in June, 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 you will receive a new member number for each membership.

Contact your local branch if you would like to consolidate multiple memberships, or to set up joint relationships between multiple members.

CHANGES THAT IMPACT YOU

Changes are coming, and we want to ensure you know what to expect. See how you'll be impacted by changes to specific products and services in the list below:

SERVICE FEES

Fees for services you use may change. Everything you need to know about Alterna's service fees can be found [HERE](#).

INTER-MEMBER TRANSFERS

Direct Member-to-Member transfers can be set up in a branch or via our Contact Centre. They cannot be set up through Alterna Savings online or mobile banking. You can send money quickly and easily with Interac e-Transfer®. Click [HERE](#) to learn more about e-transfers.

EXTERNAL ACCOUNT TRANSFERS

External account transfers (Me-to-Me) transfers will be temporarily unavailable from June 28th until after the banking system integration. Please note that external account transfers can take up to 3 days to complete and are subject to Alterna's standard deposit hold process. Learn more [HERE](#).

CHEQUES

You can continue to use your existing cheques until they run out. When you are ready to order new ones, you can do that through online banking or at any branch. Your new cheques will have different encoding numbers for your new account. There may be a charge to order cheques depending on your banking package.

PRE-AUTHORIZED CREDIT OR DEBIT

Good news! All existing pre-authorized credit or debit transactions set up in your PACE accounts will be migrated to your new Alterna account. You will not need to set these up in your new account. Please note that with Alterna, pre-authorized transactions are processed at approximately 10 pm on the due date, rather than first thing in the morning.

SAFETY DEPOSIT BOXES

All safety deposit box rates are changing. New rates are available [HERE](#).

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.

INTERAC E-TRANSFER®

We cannot migrate existing e-Transfer history, sender or contact (recipient) profiles to the new system. After the integration is complete, you will need to re-create the sender and contact profiles in the online banking system. You may wish to take screenshots of any important sender or contact profile information or e-Transfer history. Interac e-Transfers® are day-to-day transactions which may be included in your banking package.

IMPORTANT INFORMATION ABOUT YOUR INTERAC E-TRANSFERS®:

- **June 26th at 5 pm - Deadline to send Interac e-Transfers**
- **June 28th at 5 pm- Deadline for contacts to accept Interac e-Transfers**

On June 28th, all e-transfer transactions, including auto-deposit and request money will be disabled. Any transactions not completed by June 28th will be cancelled and must be re-initiated after the banking system integration is complete.

Deadline for contacts (recipients) to accept Interac e-Transfers® sent from a PACE member is June 28th at 5:00pm. e-Transfers that are not accepted by this time will be cancelled.

E-transfers received by PACE members without auto-deposit, should be held until after the banking system integration is complete on July 1st at 11 pm. Once the banking system integration is complete PACE members will be able to register for online and mobile banking and deposit the e-transfer funds into their Alterna Savings account. **We recommend that members disable auto-deposit prior to June 28th, to ensure you still receive any e-transfers while the banking system is offline.**

BANKING STATEMENTS

Alterna's All-In-One® banking statements include all your accounts and product information where you are the primary account holder. If you are joint on someone else's accounts, these accounts will only appear on the primary account holder's banking statements.

All members can receive e-statements at no charge. Paper statements will still be available for a reduced fee of \$1.50 per statement.

After moving to Alterna's banking platform, you can receive e-statements by selecting 'I wish to receive e-statements' in your online banking profile under Profile and Settings > Statement Preferences. You can also register for e-statements in any branch or by calling our Contact Centre at 1.877.560.0100.

E-STATEMENT NOTIFICATIONS

If you wish to receive an email letting you know that your e-statement is available, you can sign up through Alterna's online banking platform, by visiting your branch, or calling the Contact Centre.

For Online Banking go to Profile and settings >> Statement preferences >> email notifications.

CHEQUE IMAGES

Images of cheques are available on member statements for a monthly fee of \$2.00.

INTERAC ONLINE PAYMENTS

Interac online payments will be discontinued as of June 15th. This service is currently not available through Alterna Savings.

TAX SLIPS

A maximum of two names will now appear on your T5 tax slips. The member who is the primary account holder will be able to designate which other name will appear on the tax slip.

Members will receive two tax slips for the 2023 taxation year. One from January 1st – June 30th and another from July 1st- December 31st.

PASSBOOK PRINTERS

After June 30th, passbook printers will no longer be available in PACE branches. Members using these printers can access the same information through a branch representative or online or mobile banking.

CRA BUSINESS TAX HISTORY

Your CRA business tax history will not be available via Alterna's banking system after migration. You can access this history directly from the CRA website.

ATM DEPOSIT HOLDS

ATM deposit holds will be transitioned to match Alterna's standard deposit hold process.

Member for less than 90 days – full 5-day hold

Member for more than 90 days - \$100 release, the balance of deposit 5-day hold

Member for more than 365 days - \$3000 release, the balance of deposit 5-day hold

TELEPHONE BANKING

Telephone banking will be discontinued for PACE members as of June 30th, 2023. Members who use telephone banking can visit a branch, call our Contact Centre or register for Alterna's digital banking platforms to do their banking after June 30th. Please contact your branch if you need assistance transitioning to digital banking before June 30th. After June 30th, please call the Alterna Contact Centre at 1.877.560.0100 or visit any branch.

TEXT BANKING

Text banking is not available with Alterna Savings. However, our Mobile app is easy to use and designed for use on your smartphone.

WAYS TO BANK



Alterna is proud to offer in-person and digital options for all of your banking needs.

BRANCHES

After the banking system migration, PACE members will be able to access services in any of Alterna's 46 branches across Ontario. To find a branch, [visit our website](#).

DEBIT CARDS

Your PACE debit card will continue to function as your debit card for Interac® and ATM transactions even after the migration to Alterna Savings. You'll receive a new Alterna debit card when your PACE card expires.

ONLINE AND MOBILE BANKING

Handling your money should be quick and painless. Get the full experience at your fingertips with Alterna Savings' new digital banking experience, including our easy-to-use online banking platform and mobile app. Access your accounts safely anytime, anywhere, reach a live Alterna team member using the chat feature, and personalize your digital banking experience by saving your favourite transactions and profile preferences.

REGISTER FOR ONLINE AND MOBILE BANKING

To access online and mobile banking, you'll need to have an up-to-date mobile phone number and email address on file. You can update your email address and mobile phone number with PACE before June 30th to ensure we have this information in our banking system. To update your information, visit any branch or call the PACE Contact Centre at 1 877 588 7223.

The first time you access online banking, we'll use that information to verify your identity before guiding you step by step through the Online banking registration process. You'll also be prompted to accept the Alterna Savings user agreement and select a password. Keep track of your new member number and password because you'll need them for all future online banking use. For more information and helpful guides on our digital banking platforms, visit the Alterna Savings website.

ALTERNA SAVINGS CONTACT CENTRE



Our Contact Centre provides service for members seven days a week.

Contact Centre Hours

Monday – Friday 8:00 am – 8:00 pm

Saturday – Sunday 9:30 am – 4:00 pm

Toll-free 1.877.560.0100 | Toll-free Fax 1.866.267.1064

Toronto

Call 416.252.5621

Fax 416.679.0339

Ottawa

Call 613.560.0100

Fax 613.560.0177

ALTERNA SAVINGS PRIVACY POLICY

Our Commitment to You

Alterna takes privacy seriously. We take steps to protect the confidentiality and security of your personal information. Alterna's full Privacy Policy is available for your review on our website at <https://www.alterna.ca/en/privacy-and-security/>.

NEW SERVICES

We are pleased to offer NEW SERVICES for PACE! Moving to Alterna Savings' banking system will give PACE members access to 35 new products and services. What does this include? New savings and chequing accounts, banking packages, redeemable term deposits, credit solutions, mortgages, term deposits, registered savings, and so much more!

ELECTRONIC STATEMENT NOTIFICATIONS

You will now have the option to receive an email notification when your electronic banking statement is available. You can opt-in to these notifications through Alterna's online banking app. Find this option under "Profile and settings" > "Statement preferences."

RRSP/RRIF DAILY INTEREST SAVINGS ACCOUNTS

Registered accounts are convenient, tax-sheltered accounts that allow members to build on registered savings until the \$500 minimum deposit has been reached. At this point, funds can be transferred to a higher interest term.

FLEXI MORTGAGE, MULTI-OPTION MORTGAGE & MULTI-OWNERSHIP MORTGAGE

Alterna offers a wide range of mortgage options to help you find one that works for you.

Flexi-mortgage: The payment certainty of a fixed rate mortgage and the potential cost savings of a variable-rate mortgage.

Multi-Option mortgage: Combine your home financing and credit options within one account to manage all your credit needs.

Alterna's Multi-Ownership: Partner with friends or family to buy a home.

CANADIAN FINANCIAL SERVICES AND GLOBAL DIVERSIFIED GUARANTEED RETURN MARKETTRACER[®] TERM DEPOSIT

Looking for a safe investment with the potential for higher returns? Alterna offers index linked investment products that offer you a wider range of investment options.

EFT CANADA

Alterna Savings provides our business and community members with electronic funds transfers through EFT Canada. EFT Canada is a paperless system providing inter-bank clearing of electronic entries for participating financial institutions. This secure service offers 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).

ALTERNA WEALTH

Full-service brokerage and comprehensive wealth solutions to help you achieve your financial objectives.

STANDARD SERVICES

Fees for services you use may change. Everything you need to know about Alterna's service fees can be found [HERE](#).

CURRENT SERVICE NAME	NEW SERVICE NAME	DETAILS & CHANGES
Bill Payments	Bill Payments	Now pay your bills using the Alterna Savings Mobile app!
Interac e-Transfers [®]	Interac e-Transfers [®]	Members with a valid email address can safely and securely send money via online banking to anyone who banks at a financial institution that offers this service.
Deposit Anywhere	Deposit Anywhere	Use your mobile device to quickly, easily, and securely deposit cheques into your account.
Bank Drafts	Bank Drafts	Same service, new look!
Certified Cheques	Certified Cheques	Still 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.
Me-to-Me transfers	External Account Transfer	Available when you open an account online, External Account Transfers lets you link accounts from different financial institutions so you can transfer larger amounts with ease and security

NAME CHANGES FOR PERSONAL CHEQUING, SAVINGS AND INVESTMENT PRODUCTS



To make it easier for you, we've created the following charts to illustrate the differences between your PACE and Alterna products. This will help you identify the new product on your statements and online and mobile banking.

In June 2022, when Alterna acquired the majority of assets in PACE Credit Union, PACE members were given membership shares in Alterna Savings (\$15 per adult). Those shares will be transferred as part of the banking system conversion.

PRODUCT TYPE	PACE PRODUCT NAME	ALTERNA SAVINGS PRODUCT NAME
Personal Chequing & Savings Accounts and Associated Banking Packages	Essential Personal Chequing	Chequing (Pay as You Go)
	Premier Chequing	Chequing (Good Life Pkg)
	Value Chequing	Chequing (Value Pkg)
	Virtual Chequing (0-20 transactions/month)	Chequing (Basic Package)
	Virtual Chequing (21-35 transactions/month)	Chequing (Value Package)
	Virtual Chequing (36+ transactions/month)	Chequing (Unlimited Package)
	Ultimate Loan	Chequing (Pay as You Go)
	Daily Interest Savings	Daily Interest Savings
	US Dollar Chequing/Savings	US Dollar Chequing
	iCount™	Daily Interest Savings (Youth Package)
	iCount™ Student	Chequing (Student Life pkg)
	High-Interest Savings	High-Interest Savings

NEW ACCOUNT NAMES AND NUMBERS

With the switch to Alterna's banking system, your member number, account numbers, and name of your bank accounts/packages will all change. You will receive a letter in the mail with the details of all of these changes. You will need these details to access your accounts in Alterna's banking system and register for Online and Mobile banking. Any cheques or Pre-Authorized Debit / Payment (PAD / PAP) instructions you have in place for these accounts will continue to work as usual.

PRODUCT TYPE	PACE PRODUCT NAME	ALTERNA SAVINGS PRODUCT NAME
Business Chequing & Savings Accounts	Advantage Business Chequing	Business Chequing (Business Value package)
	Premium Business Chequing	Business Chequing (Business Premium Package)
	Advantage Plus Business Chequing	Business Chequing (Business Value Package)
	Essential Business Chequing	Business Chequing (Business Basic Package)
	Custom Business Chequing	Business Chequing (Business Basic Package)
	Commercial Real Estate Dev (PC49)	Business Daily Interest Savings
	Agri Invest	Agricultural Savings Account (AgrilInvest)
	Unique Chequing	Community Chequing
Community Demand Accounts	Organization Chequing	Community Chequing

General disclaimer: How you earn interest is changing on some Chequing and Savings accounts. The new interest rate calculations are available on our website at <https://www.pacecu.ca/Personal/ProductsAndServices/Accounts/UpcomingChangesToSavingsAndChequingAccounts/> or visit us in any PACE branch. Please refer to the Personal Services Fee Listing for full package details and information on day-today transactions.

VIRTUAL CHEQUING ACCOUNTS

Members who hold a virtual chequing account with PACE will receive 6 months with no account fees. Effective January 1st, 2024, the regular account fees for your new Alterna account will apply. Check our Fee Schedule for more details.

PERSONALIZED ACCOUNT NAMES

Any personalized naming of accounts you had set up previously will be transferred to the new banking system, but the name may be shortened if it is longer than 18 characters. Custom names on term products will not be carried over. If you wish to rename your account or term product, you can do so through Alterna's online banking.

PERSONAL TRUST ACCOUNTS

Personal Trust Accounts that have had no activity for 2 years are considered dormant and will be subject to dormancy fees.

SAVE THE CHANGE

Alterna's Save the Change service rounds purchases up to the nearest dollar. PACE members will no longer have the option to round up to the nearest \$5 or a specific percentage amount. The Save the Change program is only available for chequing and savings accounts.

BANKING PACKAGE FEES

Fees for some banking packages will change. Visit our [PERSONAL](#) and [BUSINESS](#) account pages or contact a branch for further details.

SCHOOL SERVICES ACCOUNTS – School services account holders will have a Community Chequing account with Alterna Savings. This account has a monthly fee of \$15. Please refer to the School Services brochure for more details.

MEMBER DIRECT SMALL BUSINESS ACCOUNTS

There are a number of changes for members with these accounts.

Outstanding Transactions

Unapproved transactions (i.e. pending signer approval) will be unavailable after the migration to Alterna's banking platform. We recommend that members complete all pending transactions by June 23rd. Any unapproved transactions as of June 30th will be cancelled and need to be re-initiated.

Historical Information & Transactions

Business information, paid invoices and historical transactions will be unavailable after migration to Alterna's banking system. Account holders are encouraged to save this information prior to June 30th.

Consolidated Accounts

Accounts that may have been consolidated will no longer be visible via one login. Members can work with their branch to determine the best way to manage this change.

Delegates

Existing delegates that have been set up in your accounts will not be carried over to Alterna's banking system and will need to be re-created.

Creating Delegates

Signers will now be able to create two types of delegates.

1. Initiator Delegates: View accounts and set up transactions
2. Read-only Delegates: View accounts only

For more information on how to create delegates in online banking visit the Digital Banking Guides section of our website.

Dual approvals

Alterna's Digital channels will allow administrators, signers and initiator delegates to set up transactions with up to two approvers.

TERM DEPOSITS



PRODUCT TYPE	PACE PRODUCT NAME	ALTERNA SAVINGS PRODUCT NAME
Non-Registered Term Deposits	Short Term Non-Redeemable	Short Term Deposit
	Long Term Non-Redeemable	1-5 Year Term Deposit
	Accel-a-rate Term Type 3	5 Year Rate Builder Term Deposit
	Index Linked Term Type T	MarketTracer - Canadian Index S&P/TSX60
Registered Term Deposits	Short Term Non-Redeemable Type Q (RRSP)	Registered Short Term deposit
	Long Term Non-Redeemable Type F (RRIF)	1-5 Year Registered Term Deposit
	Long Term Non-Redeemable Type R (RRSP)	1-5 Year Registered Term Deposit
	Long Term Non-Redeemable Type X (TFSA)	1-5 Year Registered Term Deposit
	Index Linked Term Type U (RRSP) Index Linked Term Type W (TFSA)	Registered MarketTracer – Canadian Index S&P/TSX60
	Accel-a-rate Term Type 4 (TFSA) Accel-a-rate Term Type 5 (RRSP)	5 Year Registered Rate Builder Term Deposit
Registered Savings Accounts	Variable RRIF	RRIF Investment Savings Account
	Variable RRSP	RRSP Investment Savings Account
	TFSA Cash Account	Tax-Free Savings Account

CHANGES TO INTEREST

RRIFs interest will now be paid monthly. Members with compounding interest set to pay at maturity will see annual deposits added to their investments.

NEW CREDIT PRODUCTS



At the time of banking conversion, there will be some changes to certain credit products, including minimum payments for unsecured credit. All of these changes are outlined on the table titled " Important Changes to Unsecured Lines of Credit". We're excited to announce that once the Alterna Savings banking system and products are in place at PACE, members will have access to several new credit products, including:

INVESTMENT MORTGAGES

Thinking about investing in a residential investment property? Alterna Savings offers 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 into six different fixed or variable-rate terms. Each segment acts independently with its own term, rate and amortization period.

MULTI-OPTION MORTGAGES

Combine your home financing and credit options, all within one account. It's like a line of credit and mortgage combined into one to help you meet your changing financial needs.

INVESTMENT LOAN & LINE OF CREDIT

Sometimes it pays to borrow to invest. An example of this is using an RRSP loan 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.

PERSONAL & BUSINESS OVERDRAFT PROTECTION

Overdraft protection can help you avoid declined transactions, late payment charges and non-sufficient funds (NSF) fees.

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

NAME CHANGES FOR CREDIT PRODUCTS

To make it easier for you, we've created the following charts to illustrate the differences between your PACE and Alterna products. This will help you to identify the new product on your statements and on online and mobile banking.

CHANGES TO LOAN PAYMENTS

Members making bi-monthly payments will have their payment dates moved to the 15th and end of the month.

PRODUCT TYPE	PACE PRODUCT NAME	ALTERNA SAVINGS PRODUCT NAME
Mortgages	Residential Mortgage Fixed	Fixed Rate Closed Mortgage or Fixed Rate Open Mortgage
	Residential Mortgage Variable	Variable Rate Closed Mortgage or Variable Rate Open Mortgage
	Corporate Mortgage Fixed	Fixed Rate Closed Commercial Mortgage
	Corporate Mortgage Variable	Variable Rate Open Commercial Mortgage
	Unincorporated Mortgage Fixed	Fixed Rate Closed Commercial Mortgage

IMPORTANT CHANGES

If you hold a variable-rate mortgage, your variable rate will now be calculated based on Alterna's prime rate. Your effective rate at the time of conversion will not change.

If your mortgage payments occur semi-monthly, your payments will change to the 15th and last day of each month.

LOANS	ALTERNA PRODUCT NAME	PACE PRODUCT NAME
	Personal Loan Fixed	Fixed Rate Personal Loan or Fixed Rate Investment/RRSP Loan
	Personal Loan – Charge of Lease Loan	Fixed Rate Personal Loan
	Personal Loan Variable	Variable Rate Personal Loan or Bridge Loan
	Corporate Loan Variable Unincorporated Loan (Variable)	Variable Rate Commercial Loan
	Commercial Leases Unincorporated Loan (Fixed) Corporate Loan (Fixed)	Fixed Rate Commercial Loan

Lines of Credit

<p>Line of Credit PC06 Essential Person Chequing</p> <p>Line of Credit PC07 Premier Chequing</p> <p>Line of Credit PC08 Value Chequing</p> <p>Line of Credit MPRM Value Plus Chequing</p> <p>Line of Credit PC24 Virtual Chequing</p>	<p>Unsecured Line of Credit or Secured Line of Credit</p>
<p>Line of Credit SV16 iCount Student</p> <p>Line of Credit ULTE Ultimate Loan</p>	<p>Student Line of Credit</p> <p>Unsecured Line of Credit</p>
<p>Members who hold an Ultimate loan product will not be eligible for additional credit advancements. Members who need more credit can apply for an Alterna standard Unsecured Line of Credit.</p>	
<p>Line of Credit BP1 Advantage Business Chequing</p> <p>Line of Credit BP2 Premium Business Chequing</p> <p>Line of Credit CORV Advantage Plus Business Chequing</p> <p>Line of Credit PC02 Essential Business Chequing</p> <p>Line of Credit PC23 Custom Business Chequing</p> <p>Line of Credit PC49 Commercial Real Estate Dev</p>	<p>Business Secured Line of Credit or Business Unsecured Line of Credit</p>
<p>Line of Credit ORG Organization Chequing</p>	<p>Business Secured Line of Credit or Business Unsecured Line of Credit</p>

IMPORTANT CHANGES TO YOUR LINE OF CREDIT (LOC) ACCOUNTS

Lines of Credit linked to accounts: Line of Credit (LOC) accounts that were incorporated into PACE chequing accounts will now be split into two separate sub-accounts. Your LOC will still be automatically linked to the account it was previously combined with and will be available as a Coverdraft source.

Coverdraft is a service that allows the automatic transfer of funds from one account to another to cover any overdrawn balance. There are fees for the Coverdraft service that will apply.

Deposits to an account linked to your Line of Credit will no longer be automatically applied to your LOC. Your LOC balance will remain unchanged until you transfer funds or make a payment directly to your LOC.

VARIABLE INTEREST RATES

Line of Credit products calculated based on a variable rate will be based on Alterna's prime rate. Your effective rate at the time of conversion will not change.

CHANGES TO LINES OF CREDIT MINIMUM MONTHLY PAYMENTS

Your minimum monthly payment may change once you move to Alterna, and payment will be charged at the end of each month if the minimum monthly payment has not been satisfied during the month. Your first monthly payment with Alterna will be due July 31st, 2023.

Please note that deposits to your linked account will not automatically be credited to your Line of Credit. You'll need to transfer funds from your account to your LOC in order to make a payment.

How the minimum payment is calculated will be changing for the following unsecured products:

PACE Product Name	Alterna Savings Product Name	Current Minimum Payment Calculation	New Minimum Payment Calculation
Revolving Term Loan Line of Credit PC06 Essential Person Chequing Line of Credit PC07 Premier Chequing Line of Credit PC08 Value Chequing Line of Credit PC24 Virtual Chequing Line of Credit MPRM Value Plus Chequing Line of Credit ULTE Ultimate Loan	Unsecured Line of Credit	Interest Only	3% of balance

PACE Product Name	Alterna Savings Product Name	Current Minimum Payment Calculation	New Minimum Payment Calculation
Revolving Term Loan Line of Credit PC06 Essential Person Chequing Line of Credit PC07 Premier Chequing Line of Credit PC08 Value Chequing Line of Credit PC24 Virtual Chequing Line of Credit MPRM Value Plus Chequing Line of Credit ULTE Ultimate Loan	Unsecured Line of Credit	Interest Only	3% of balance*
Line of Credit BP1 Advantage Business Chequing Line of Credit BP2 Premium Business Chequing Line of Credit CORV Advantage Plus Business Chequing Line of Credit PC02 Essential Business Chequing Line of Credit PC23 Custom Business Chequing Line of Credit PC49 Commercial Real Estate Dev	Business Unsecured Line of Credit	Interest Only	3% of balance*

* The July 31st monthly payment for unsecured Lines of Credit will be interest-only. The first payment using the 3% balance calculation will be due August 31st.

This brochure will serve as notice of these changes in accordance with the terms and conditions of your line of credit and/or overdraft protection agreement and will come into effect July 1st, 2023, unless closed and paid in full prior to July 1st, 2023.

BRANCH AND CONTACT CENTRE SUPPORT

Have questions about your accounts? We're here to help and would be happy to answer them for you.

Please 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 at 1.877.560.0100.

Additional ways you can get in touch with us:

If you have questions regarding Alterna Savings, please fill out the Contact Us form, and we will respond within two business days.

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.

1.877.560.0100

alterna.ca/WelcomePACE

