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# ADDRESSING YOUR CONCERNS

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## CONTACT US

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**Call** 1.877.560.0100 , 613.560.0100 or  
416.252.5621

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**Fax** 1.866.560.0177

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**Email** [getintouch@alterna.ca](mailto:getintouch@alterna.ca)

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**Mail** 319 McRae Avenue, 1st Floor,  
Ottawa, ON K1Z 0B9

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**Website** [alterna.ca](http://alterna.ca)

Alterna Savings and Credit Union Limited operates as Alterna Savings. Alterna Savings is a credit union operating in Ontario. For information on deposit insurance, please ask for a brochure at the credit union or visit the FSRA's website at [www.fsrao.ca/](http://www.fsrao.ca/).

AS1606E (April 2024)

**alterna**  
**savings**

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 your branch or the Contact Centre first, and our staff will do their best to resolve your concern to your satisfaction.

**Call:** 1.877.560.0100, 613.560.0100 or 416.252.5621

**Fax:** 1.866.560.0177

### 2. CONTACT OUR RESOLUTION CENTRE

If branch or Contact Centre staff are unable to resolve your complaint, please contact the Resolution Centre for further investigation.

**Call:** 1.877.560.0100 , 613.560.0100 or 416.252.5621; press 1 then ext. 6344

**Fax:** 1.866.560.0177

**Email:** [resolution.centre@alterna.ca](mailto:resolution.centre@alterna.ca)

**Mail:** Manager, Concern Resolution  
319 McRae Avenue; 1<sup>st</sup> Floor  
Ottawa, ON K1Z 0B9



### 3. CONTACT OUR CHIEF RESOLUTION OFFICER

If you have completed the first two steps and feel further action should be taken, you may contact our Chief Resolution Officer.

**Email:** [chiefresolutionofficer@alterna.ca](mailto:chiefresolutionofficer@alterna.ca)

**Mail:** Chief Resolution Officer  
319 McRae Avenue; 1<sup>st</sup> Floor  
Ottawa, ON K1Z 0B9

### 4. ADDITIONAL OPTIONS

You may also contact the Financial Services Regulatory Authority of Ontario (FSRA) at any time.

**Call:** 1.800.668.0128 or 416.250.7250  
TTY: 1-800-387-0584

**Fax:** 416.590.8480

**Email:** [contactcentre@fsrao.ca](mailto:contactcentre@fsrao.ca)

**Mail:** Financial Services Regulatory Authority of Ontario, Complaints and Risk Assessment Branch, 25 Sheppard Avenue West, Suite 100, Toronto, ON M2N 6S6

**Web:** <https://www.fsrao.ca/>

Rob Paterson, our President & CEO is always happy to hear from you. You can contact him with your feedback the following ways:

**Email:** [Rob@alterna.ca](mailto:Rob@alterna.ca)

**Mail:** President & CEO, 319 McRae Avenue,  
1<sup>st</sup> Floor, Ottawa, ON K1Z 0B9