

*Alterna:
bank fresh.
bank local.*

Questions? Get in Touch:

Alterna Savings	Toll-free	1.877.560.0100
	Toronto	416.252.5621
	Ottawa	613.560.0100

Alterna Bank	Toll-free	1.866.560.0120
	Ottawa	613.560.0120
	Gatineau	819.595.6980

Website alterna.ca

Email youspoke@alterna.ca

Alterna refers to Alterna Savings and Credit Union Limited ("Alterna Savings") and its wholly owned subsidiary CS Alterna Bank ("Alterna Bank"). Together, Alterna Savings and Alterna Bank form the *Alterna Financial Group*.

AS1621E

You spoke

**We listened
and now telephone
banking is changing.**

PRESS 0 – to speak with an Alterna representative

(NOTE: If you call outside normal Contact Centre business hours, you'll be directed to leave a message. Your call will be returned the next business day.)

PRESS 8 – Repeat menu options

PRESS * – End your call

Once you've made your selection, you'll be prompted to enter your Alterna account number (your current login portfolio number), along with your Telephone Access Code (your password). From there, simply follow the prompts to conduct your banking.

Alterna Savings 1.877.560.0100
Alterna Bank 1.866.560.0120



New telephone banking

Besides the new voice you'll hear when you call, there will be new menu options to help you do your banking. We've designed this telephone banking cheat sheet so you'll be able to easily get around the new system.

New features have been added as well, like recurring bill payments - including recurring transfers between accounts, and enhanced security for your peace-of-mind.

What's staying the same:

- The telephone number you call for telephone banking (see the back of this brochure for our contact information)
- Your password or Telephone Access Code (transferred over for your convenience)
- Your list of bill payees*
- Our friendly and knowledgeable Contact Centre representatives, ready to lend a hand if you need it

* Some companies have chosen not to participate in our new service. If a payee is missing from your list, please contact us to verify if the payee is available to be added.

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How you reach us will stay the same...

... but the telephone banking menu options will be changing. Keep this QuickStart Reference Guide near your phone, and carry the convenient tear-out wallet card with you so you can quickly and easily do your banking wherever you need to.

QuickStart Reference Guide

From the main auto attendant, select the option for Telephone Banking, then:

PRESS 1 – for account inquiries

PRESS 2 – to conduct financial transactions

PRESS 3 – to change your Telephone Access Code

PRESS 4 – to report a lost or stolen card

PRESS 0 – to speak with an Alterna representative (*NOTE: if you call outside normal Contact Centre business hours, you'll be directed to leave a message. Your call will be returned the next business day.*)

PRESS 8 – Repeat menu options

PRESS * – End your call

Once you've made your selection, you'll be prompted to enter your Alterna account number (your current login portfolio number), along with your Telephone Access Code (your password).

From there, simply follow the prompts to conduct your banking.

Convenient tear-out wallet card

Alterna's new telephone banking QuickStart Reference Guide

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