

ACCESS TO FUNDS

ALTERNA HAS BEEN KEEPING YOUR MONEY SAFE FOR MORE THAN 100 YEARS, AND AN EFFECTIVE POLICY REGARDING ACCESS TO FUNDS HELPS ENSURE WE CONTINUE TO DO SO.

When you deposit a cheque in a personal account at Alterna, either in-branch, through an automated teller machine (ATM), through your mobile device using Deposit Anywhere™ or by mail, we may put a hold on your funds. This means you will not be able to access the bulk of that cash for a limited period of time.

The hold periods vary depending on the type of cheque you're depositing, however, in most cases access to at least \$100 of the deposit will be provided to you for your immediate use¹.

The length of time you've dealt with Alterna and your present account standing may also have an impact on whether your deposited funds will be held. Please note that some cheques may require further confirmation. This means that the funds will be credited to your account only if and when we confirm that the funds to cover the deposited cheque have been received.



Cheques will be held for the following maximum number of business days²:

ITEM	AMOUNT	MAX. DAYS HELD
Non-government cheques, drawn on Canadian financial institution, deposited in person	Up to, and including, \$1,500	4
Non-government cheques, drawn on Canadian financial institution, deposited in person	Greater than \$1,500	7
Non-government cheques, deposited through ATM	Up to, and including, \$1,500	5
Non-government cheques, deposited through ATM	Greater than \$1,500	8
Non-government cheques, drawn on Canadian financial institution, deposited through Deposit Anywhere™	N/A	5
Non-government cheques, drawn on Canadian financial institution, received by mail	N/A	5
Alterna Savings/Alterna Bank cheques, deposited to an Alterna Savings/Alterna Bank account (retail & business)	N/A	3
Foreign cheques, including United States	N/A	30

QUESTIONS? CONTACT US.

ALTERNA SAVINGS 1.877.560.0100
getintouch@alterna.ca

ALTERNA BANK 1.866.560.0120
contactus@alterna.ca

VISIT US alterna.ca

¹ Immediate access to \$100 of any deposit is subject to the discretion of Alterna and its representatives as outlined in the Access to Funds Regulation. As such, any exceptions must be approved by a branch manager or delegate.

² Business day means Monday to Friday, excluding statutory holidays.

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*.