

Link your accounts at Alterna Bank and your accounts at another Canadian bank or credit union to transfer money between your accounts using the Online banking service. To authorize transfers, complete this form and follow the instructions below.

### Step 1

Provide us with your contact information and Alterna Bank account details

Account

Holder:

Phone #:

Email:

Client #:

Your linked accounts must be either chequing or savings accounts that are denominated in Canadian funds.

### Step 2

Attach a void cheque or pre-authorized debit (PAD) form from your other Canadian bank or credit union account

1. Obtain a cheque or PAD form from your other Canadian bank or credit union that you want linked to your Alterna account. The cheque or PAD form must be personalized with your full name (the PAD form must also be stamped by your other financial institution).
2. Write VOID across the face of the cheque (Do not sign cheque).
3. In the memo field of the cheque, write your Alterna Bank account number.
4. If submitting a PAD form please ensure that your bank account information is complete.

John Smith  
123 Lundy's Lane  
Anywhere, Ontario  
L3P 1Y3

062  
CHEQUE NUMBER

VOID

PAY TO THE ORDER OF \_\_\_\_\_ \$ \_\_\_\_\_

MEMO \_\_\_\_\_

⑈082⑈ ⑆ 2052⑈00⑆ 0253⑈02⑆ 13883⑈

CHEQUE NUMBER BRANCH NUMBER INSTITUTION NUMBER ACCOUNT NUMBER

#### You cannot link accounts if:

Your account at the other financial institution requires more than one signature to withdraw funds or operate the account.

Or

Your Alterna Bank account or your account at the other financial institution is a business account.

### Step 3

Authorize us to link the Accounts

By checking this box, you declare that the account in respect of which you have attached the void cheque or PAD form (the "External Account") requires only your signature to withdraw funds or to operate the account.

I hereby confirm that the information provided above is true and correct. I agree to be bound by the terms and conditions set out on page two of this Authorization.

Account Holder's Name:

(DD/MMM/YYYY)

Account Holder's Signature:

Date:

## Step 4

Deliver this completed form with your void cheque or PAD form by one of the following methods:

### Mail to:

Alterna Bank  
319 McRae Avenue, 2nd Floor, Ottawa, ON K1Z 0B9

### Fax:

1.866.267.1064 (toll free fax number)

### Email:

1.866.560.0120 (call to obtain a secure email)

## Step 5

Verifying and linking your accounts

1. Within 3 business days of receiving the signed authorization and void cheque or PAD form, Alterna will link the External Account
2. An Alterna representative will contact you to verify the link is ready for use.
3. You can begin to transfer money to and from your other financial institution from Alterna's Online Banking service.
4. External Account Transfer Limits:

	<b>Sending</b>	<b>Receiving*</b>
<b>Transaction Limit</b>	\$50,000	\$100,000
<b>7 Day Limit</b>	\$100,000	\$250,000
<b>30 Day Limit</b>	\$250,000	\$500,000

\* Incoming External Account Transfers may be subject to a hold.

### For more information

Call our Contact Centre at  
1.866.560.0120 or visit us online at  
[www.alternabank.ca](http://www.alternabank.ca)

## Authorization Terms and Conditions

### 1. Interpretation

"Account" – means your account at Alterna that is indicated on page 1 of this Authorization.

"Account Agreement" – means the account agreement in place between you and Alterna that governs the use of your Account.

"Alterna" or "us" – means CS Alterna Bank.

"Direct Services" – means the services offered by Alterna from time to time that allows a client to access an account using a telephone, a computer, or any other electronic device. It does not include card services such as debit or smart cards under the Direct Services Agreement.

"Direct Services Agreement" – means the agreement in place between you and Alterna in respect of the Direct Services.

"External Account" – means an account held in your name at another Canadian financial institution as indicated on page 1 of this Authorization.

"External Account Transfer Service" – means the service offered by Alterna that allows you to transfer funds to and from your Account and your External Account.

"PAC" – means the access code or word used with Direct Services to access an Account. It does not refer to the personal identification number (PIN) used with card services.

"Pre-Authorized Debit" (PAD) – means a debit that is processed electronically to your Account or to your External Account, as the case may be, and in accordance your request, in order to enable you to utilize the External Account Transfer Service.

“Relevant Account” – means either the Account or the External Account, as the context requires, and “Relevant Accounts”, means both the Account and the External Account.

“You” or “Your” – means the individual in whose name the Account is opened and who is requesting enrollment in the External Account Transfer Service.

2. This Authorization is provided in respect of Pre-Authorized Debits for funds transfers.

3. By signing this Authorization, you hereby request and authorize Alterna to initiate debits and credits to your Account and to your External Account, as you may from time to time direct, and in the amounts specified by you, for the purposes of using the External Account Transfer Service. You understand that Alterna has the discretion to limit the amount of any transfers made using the External Account Transfer Service.

4. You acknowledge that this Authorization is provided for the benefit of both Alterna and the financial institution holding your External Account and is provided in consideration of Alterna and the financial institution holding your External Account agreeing to debit either your Account or your External Account, as the case may be and as you direct, and to transfer the amount debited to the Relevant Account, all as requested by you using the External Account Transfer Service (such fund transfers “Transactions”). You understand that each time you log onto Direct Services using the PAC and transmit an instruction to Alterna to initiate a Transaction, you will be deemed to authorize Alterna or the financial institution holding your External Account, as the case may be, to debit the Relevant Account for the amount requested and to transfer that amount to the other Relevant Account, in each case, on the date the Transaction is requested by you, or, if such day is on a weekend or statutory holiday, on the next business day.

5. You have certain recourse rights if any debit does not comply with this Authorization. For example, you have the right to receive reimbursement for any debit that is not authorized or is not consistent with this Authorization. To obtain more information on your recourse rights, you may contact us or the financial institution that holds your External Account or visit [www.payments.ca](http://www.payments.ca).

6. You agree to immediately notify Alterna, in writing, of any changes to the account information in respect of the External Account.

7. You acknowledge and agree that Alterna, at its discretion, in all provinces except Québec, may limit the type of transfers that can be conducted between the Account and the External Account, specifically whether transfers will be in the form of credits to the External Account, debits from the External Account or both credits to and debits from the External Account.

In Québec, Alterna may also limit transactions in accordance with the following procedure:

(a) a written notice will be sent to you at least 30 days before the effective date of the change which will set out the change, specify the effective date of change as well as your rights as set out in paragraph (b) hereinafter;

(b) You will be allowed to refuse the change and terminate the Agreement without cost, penalty or cancellation fee, by sending to Alterna Bank a notice to that effect no later than 30 days after the change comes into force.

8. You may cancel this Authorization at any time by providing notice of revocation or cancellation to Alterna in writing. You may obtain a sample cancellation form, or further information on your right to cancel this Authorization at Alterna or at the financial institution that holds your External Account or by visiting [www.payments.ca](http://www.payments.ca).

9. The terms and conditions of the Account Agreement and the Direct Services Agreement between you and Alterna will apply to the Transactions undertaken using the External Account Transfer Service.

10. You acknowledge that this Authorization applies only to the method of payment to fund a Transaction, that revocation or cancellation of this Authorization does not terminate or otherwise affect your obligations under the Account Agreement, the Direct Services Agreement or any pre-existing Transaction authorized by you prior to termination of this Authorization.

11. You consent to the disclosure of any personal information contained in this Authorization to any third parties as may be required to process the debits in accordance with the rules of Payments Canada including disclosure of any other information that will be provided by Alterna to the financial institution holding your External Account in order to process Transactions.

12. You understand that you can contact Alterna at its Contact Centre noted on page 1 of this Authorization to make any inquiries, obtain further information or seek any recourse rights.

It is the express wish of the parties that this Authorization and any related documents be drawn up and executed in English. Les parties conviennent expressément que la présente autorisation et tous les documents associés doivent être rédigés et effectués en anglaise.

**CS Alterna Bank operates as Alterna Bank. CS Alterna Bank is a member of Canada Deposit Insurance Corporation (CDIC).**