

Telephone Banking Set-up and Tips

Easy and convenient banking is at your fingertips 24 hours a day, 7 days a week. With telephone banking you can:

1. Obtain your account balance(s) and account transaction history
2. Pay bills
3. Transfer funds between accounts
4. Report lost or stolen ATM cards

When using telephone banking follow these 5 easy steps:

- 1. Call us at 613.560.0100 (Ottawa), 416.252.5621 (Toronto), or 1.877.560.0100 (Toll-free) and press 2**
- 2. Select your language of choice**
- 3. Enter your member number**
- 4. Enter your Telephone Access Code.** The first time you call, you will be asked to choose a personalized Telephone Access Code between 4 and 12 digits. Obtain your temporary code by calling the Contact Centre
- 5. Listen and follow these prompts**
 - 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

Alterna's Online, Mobile and Telephone Banking App are safe, secure and easy to use. We want to ensure your protection and in the event that you cannot make it into the branch, you have the tools you need to continue banking remotely

If you have any questions, please contact our call center at 1-877-560-0100