



Alterna Savings

FROM STRENGTH TO STRENGTH

BUILDING ON OUR SUCCESS – FOR YOU

2014 ANNUAL SUMMARY



ABOUT

ALTERNA SAVINGS

As Canada's first co-operative financial institution outside of Quebec, Alterna Savings and Credit Union Limited has operated as a full-service, member-owned credit union for over 100 years. Alterna Savings is committed to helping our more than 100,000 members achieve their financial dreams, while at the same time supporting vibrant, local communities. Alterna Savings offers a full suite of financial services online, by phone, by mobile and through a network of 24 branches. Alterna members also have access to THE EXCHANGE® Network, with thousands of surcharge-free ABMs across Canada and 360,000 ABMs in the United States. For more information please visit alterna.ca

VISION

To be the leader of co-operative financial services.

MISSION

Develop and share an exceptional level of financial expertise that is:

- Tailored to member needs
- Accessible to all
- Supportive of local communities
- Delivered by caring, professional employees

VALUES

People First

Excellence

Integrity

CONTENTS

FROM STRENGTH TO STRENGTH	02
REPORT FROM THE BOARD AND MANAGEMENT	03
2014 MILESTONES IN MEMBER EXPERIENCE	06
BUILDING STRONGER COMMUNITIES	07
FINANCIAL HIGHLIGHTS	14
BOARD OF DIRECTORS	19

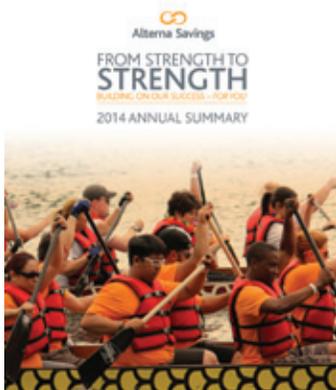


Photo credit: Byron Chan, proud Alterna Savings member since 2005

In June 2014, Alterna members, employees and their families went from “strength to strength” as they paddled as a team in the Ottawa Dragon Boat Festival. The event raised money in support of two Alterna members – Shepherds of Good Hope and Heartwood House.

FROM STRENGTH TO STRENGTH

As we do things right, grow stronger, and strive harder, we're building on a foundation of success. The expression "from strength to strength" isn't that well known, but it's one we embrace at Alterna. It means we're focusing on what makes us the right fit for our members, and then taking it that next step to make it even better.

In 2014 we constantly worked harder to find more efficient ways to leverage our resources, people and capital to help you realize your financial dreams, and create lasting impacts in your communities.

From strength to strength, we're building on our success – *for you.*

85%



OF MEMBERS
RANKED US
4+ OUT
OF 5 FOR
CUSTOMER
SERVICE

\$611K

IN DONATIONS
AND COMMUNITY
INVESTMENTS



236

COMMUNITY
EVENTS

\$11.6M

NET INCOME, OUR
HIGHEST EVER



12,959

VOLUNTEER HOURS



NEARLY

6,000

NEW MEMBERS



HIGHEST MEMBER
LOYALTY INDEX IN

7 YEARS

85 MICRO-BORROWERS
WITH OVER

\$480,000

IN LOAN
FINANCING

REPORT FROM THE BOARD AND MANAGEMENT

"IN 2014, ALTERNA PROVED THAT AS WE FOCUS ON WHAT WE'RE DOING RIGHT, WE CAN BUILD ON A FOUNDATION OF SUCCESS THAT BENEFITS ALL MEMBERS."

ROB PATERSON, *PRESIDENT & CEO, ALTERNA SAVINGS*

Dear members,

The expression "from strength to strength" fits us perfectly, and is a great description of the strides we took in 2014 to continuously wow our members in their banking experience and build on what sets us apart as your financial co-operative.

2014 was a year where we pushed ahead on the changes and improvements we made in 2013, so that we can continue to grow ourselves as your credit union of choice. We made great gains in 2014, providing the highest net income in our history with \$11.6 million. We welcomed a record 5,915 new members, expanded our market share and accelerated our sales activities all while focusing on improving efficiencies and saving on expenses.

Creating lasting relationships with our members is at the core of everything we do. Your feedback, through our Member Survey, told us that we continue to excel when it comes to meeting your needs. Our Member Loyalty Index climbed another 2% to give us our highest ranking in seven years! We also ranked high with "Service Satisfaction" that showed 85% of members ranking us 4+ out of 5. Additionally,

you're ready to pay us the highest compliment of all – a recommendation to your friends and family – with 76% of members ranking us 4+ out of 5 for our "Likely to Recommend" category.

We want to continue this positive trend of membership growth and satisfaction as it drives us forward to be able to improve the products and services we offer back to you. Part of that means supporting awareness efforts about the incredible difference banking with a credit union or co-operative can make. Only 20% of Ontarians know the difference between credit unions and banks and over 70% don't know that credit unions exist at all. The awareness factor is holding us back and Alterna teamed up with credit unions across our province to invest in the Ontario co-operative banking awareness campaign. With TV spots and various digital elements about co-operative banking going live well into 2015, we encourage all members to watch for this exciting spotlight on your preferred way to bank!

Co-operative banking at Alterna is banking where profits have a higher purpose - they're returned to you in the form of exceptional service and great rates,



PLACE ALTERNA GROUND BREAKING

most of which were market-leading in 2014. We also use them to invest in innovative products and services, which in 2014 included an expanded selection of market-linked term deposits in our “MarketTracer” line-up, and an innovative online account opening tool which brought a whole new level of convenience to our members.

Another differentiator of banking at Alterna is that our profits are invested back into the community. That’s not just a nice-to-have, it’s at the core who we are. In 2014, together with our employees and members, we made \$611K in donations and community investments. These meaningful gifts are building a stronger future for the people and organizations that drive positive change in our society.

However, we’re not just putting financial resources back in to the community, we’re also bringing physical and mental support. We hire people who are altruistic

and community-minded by nature and they love to volunteer their time! Our staff hosted or participated in 236 community events in 2014, and, due in-part to an Alterna-sponsored staff volunteer day, our team gave an amazing 12,959 volunteer hours.

We hit a milestone in our history this past year. We signed a Letter of Intent with PACE Credit Union, one of Ontario’s strongest co-operative financial institutions, announcing our intent to bring these two organizations together. The outcome will be a credit union with increased entrepreneurship, skills, services and capacity while maintaining our local brands, personalities and community spirit through a federated operating structure. While the proposal is still subject to a due diligence process, regulatory approval and approval by the credit unions’ respective memberships, we hope to be able to share more details soon.

**"CREATING LASTING RELATIONSHIPS WITH OUR MEMBERS
IS AT THE CORE OF EVERYTHING WE DO."**

ROB PATERSON
PRESIDENT & CEO



DUNCAN MUNN
BOARD CHAIR



On May 6, 2014 we broke ground on our Westboro branch and new head office location. "Place Alterna" will be located at 319 McRae Avenue in the heart of Westboro Village, one of Ottawa's most vibrant neighbourhoods, and is scheduled to open in 2015. The bright new state-of-the-art facility will feature a contemporary, full-service bilingual branch for members that echoes design elements of Alterna's Ottawa flagship branch, Place de Ville. New work spaces will offer a fresh, open concept design intended to foster collaboration within Alterna's high performance culture and help employees engage in important conversations with members about their financial goals and needs.

Last year's successes proved that if we do things right, grow stronger, and strive harder, we're building on a foundation of success that is guaranteed to pay off. As we go from strength to strength in 2015,

we're confident we'll help you realize your financial dreams in the process and make our communities vibrant for the future. Join us for that journey, because that's what makes co-operative banking at Alterna the best choice you can make for your financial well-being.

Rob Paterson
President & CEO

Duncan Munn
Chair

2014 MILESTONES IN MEMBER EXPERIENCE

NEW REASONS IT PAYS TO BE A MEMBER AT ALTERNA SAVINGS

ONLINE PERSONAL ACCOUNT OPENING

In December 2014, Alterna ushered in a new era in member convenience. We introduced online personal account opening, a market-leading technology providing members easy access to apply for our products and services online. Members complete a quick and easy online application and in minutes you have an account and are ready to take advantage of all Alterna has to offer!

MEMBER APPRECIATION DAYS

In 2014 we introduced monthly member appreciation days in our branches. These celebrations of member loyalty include a small token of thanks for you to take home and enjoy. Make sure you check out the next event, and let us thank you for being part of the Alterna family.

GET SOCIAL, GET FRESH!

Connecting to our members, and helping you access us wherever and whenever you want is important. In 2014 through Twitter, Facebook and even our Fresh! email newsletter we engaged more members in conversation, and better promoted our community activities. Sign up for Fresh! at alterna.ca, follow us on Twitter @alternasavings and like us on Facebook <https://facebook.com/alternasavings>

BRANCH MAKEOVERS

In 2014 we made time to renovate some of our branches, giving them a fresh new look for our members and communities to enjoy. We're investing more in our in-branch experience, so watch for updates to come!

MORE MARKET-LINKED TERM DEPOSIT PRODUCTS AND LEADING RATES

In 2014 we had leading interest rates on term deposits to help you realize your savings dreams that much faster. We also had some of the best mortgage rates in the market, making home ownership a reality for more members.

Since you loved them so much, we expanded our *MarketTracer* Term Deposits to include three additional options. Similar to a regular term deposit, they offer the potential for greater returns, plus your principal is 100% guaranteed. There is so much to talk about, it's probably best you head over to our website for all the details at www.alterna.ca/Personal/Investments/MarketTracer/

EXPANDED FOREIGN EXCHANGE SERVICES

Who wants to stress about money when you're on vacation? In 2014, Alterna expanded our foreign currency services in branches so you can get the funds you need for your next trip. If a particular currency is not available, members can order from a selection of over 25 currencies at competitive exchange rates, and their order will be ready for pick up usually the next business day.

BUILDING STRONGER COMMUNITIES

CO-OPERATIVE BANKING AT ALTERNA IS ABOUT GIVING BACK TO THE COMMUNITIES WHERE YOU LIVE AND WORK TO DO GOOD

In 2014 our community investments, including grants and sponsorships, equaled 4.23% of our pre-tax income and totaled close to \$611,000. We participated in or hosted over 230 community events and, helped in part by our Employee Volunteer Day benefit program,

staff gave 12,959 hours of volunteer time. We helped 15 young people achieve a post-secondary education through scholarships, and our Community Micro Finance Program provided 85 micro-borrowers with over \$480,000 in loan financing.



CCWCC SOCCER TOURNAMENT, TUNNEY'S PASTURE



GIFTWRAPPING, SCARBOROUGH



BGCC BREAKFAST



WEALTH DAY, BOLTON



POLO FOR HEART



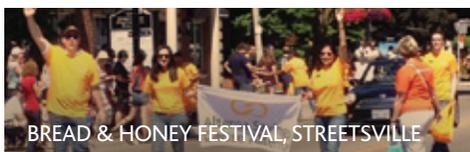
KIOSK, BILLINGS BRIDGE



NORTH YORK FESTIVAL IN THE PARK



KIOSK, PLACE DE VILLE



BREAD & HONEY FESTIVAL, STREETSVILLE



CLOTHING DONATION – STREET HEALTH



GARAGE SALE, GLEBE



OTTAWA BIG BIKE RIDE

LOCAL EVENTS & FUNDRAISING

We love to celebrate at Alterna, and in 2014 you probably saw us out in our bright orange t-shirts at barbecues, parades or having fun with our mascot Cashou at over 200 events across Ontario! Here's just a sampling of events where we helped (or hosted) to make communities stronger.



BOYS AND GIRLS CLUBS OF CANADA SCHOLARSHIPS

The 3rd consecutive year of our partnership with Boys and Girls Clubs of Canada helped make a post-secondary education possible for 15 young people. With \$45,000 raised by you and Alterna staff, these life-changing scholarships make sure that these future leaders don't have their potential limited by financial constraints.

Combining the scholarships awarded since 2012 as part of Alterna's Power of Learning Program, we have now given a stronger future to 59 deserving youth.

"I WOULD LIKE TO TAKE THIS OPPORTUNITY TO EXPRESS MY GRATITUDE FOR YOUR GENEROUS CONTRIBUTION TOWARDS MY EDUCATION. AS A YOUNG GIRL I ALWAYS DREAMED OF BEING A LAWYER TO KEEP ORDER IN SOCIETY AND FIGHT FOR JUSTICE. THIS SCHOLARSHIP WILL HELP RELIEVE THE FINANCIAL BURDEN OF PURSUING MY GOALS AND ALLOW ME TO CONCENTRATE ON RECEIVING THE BEST EDUCATION POSSIBLE."

N. RAMKISSOON

BOYS AND GIRLS CLUB OF WEST SCARBOROUGH



CO-OPERATIVE YOUNG LEADERS

IN PARTNERSHIP WITH ON CO-OP AND THE ONTARIO CREDIT UNION CHARITABLE FOUNDATION

This summer, Alterna partnered with the Ontario Credit Union Charitable Foundation and sent four young people to the Co-operative Young Leaders Development Program (CYL). CYL is a unique experience that helps young people develop self-awareness, communication and leadership skills through co-operative activities in a fun, safe, outdoor environment.

"THIS YEAR I FEEL LIKE CYL IS PREPPING ME TO TAKE THE LEAP INTO THE REAL WORLD! OUR IDEA IS TO DESIGN A HOUSING CO-OP, BUT SPECIFICALLY FOR FAMILIES WITH SICK RELATIVES WHO ARE IN AND OUT OF THE HOSPITAL. WE WANTED TO HELP THOSE FAMILIES HAVE A WAY TO BE CLOSE TO THEIR RELATIVES WHILE PAYING AN AFFORDABLE PRICE. IT'S BECAUSE OF ALL OF YOU AT ALTERNA THAT I HAVE THESE VALUABLE SKILLS THAT WILL HELP ME IN THE FUTURE. I KNOW THAT EVERYONE DESERVES TO EXPERIENCE THE CYL MAGIC."

E. SERTIMA

2014 CYL CAMPER

ALTERNA VOLUNTEERS WITH FOODSHARE TORONTO

FoodShare Toronto is a non-profit organization and an Alterna member and community grant recipient, reaching over 159,000 children and adults every month with access to sustainably produced, healthy food with a “field-to-table” approach. Teams of Alterna employees volunteered three times during 2014 at FoodShare, and had a great time assisting with food packing and other activities.



PANTS OFF FOR PROSTATE CANCER BENEFITS FAMILIES OF FALLEN SOLDIERS

Following the tragic deaths in 2014 of Canadian soldiers Warrant Officer Patrice Vincent and Corporal Nathan Cirillo, Prostate Cancer Canada decided to donate half of the net proceeds raised by the Pants Off for Prostate Cancer Ottawa fundraising event to the Stand On Guard fund. Presented by Alterna Savings, the event raised \$5,000..



“ALTERNA WAS PROUD TO BE ABLE TO CONTRIBUTE TO SUCH A WORTHY CAUSE THROUGH THE PANTS OFF OTTAWA EVENT. WE WILL CONTINUE TO SHOW OUR SUPPORT FOR SOLDIERS WHO MAKE THE ULTIMATE SACRIFICE IN THE DEFENSE OF OUR COUNTRY.”

ROB PATERSON, *PRESIDENT & CEO, ALTERNA SAVINGS*

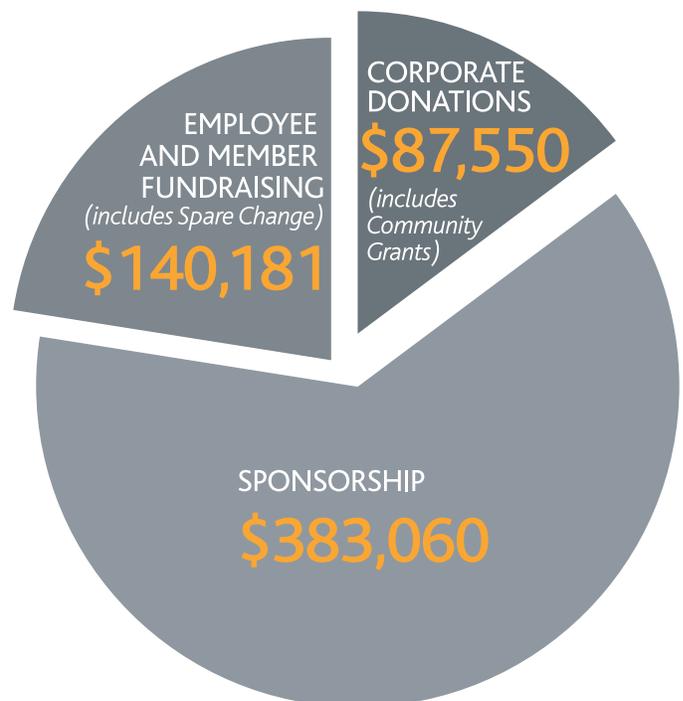
ALTERNA GOLF CLASSIC

In 2014 our 10th annual Golf Classic raised \$62,000 for Ottawa-area Candlelighters and their CyberKids and CyberTots programs that helps young cancer patients stay in touch during treatment with laptops and tablets. In total, Alterna has raised \$185,000 over the years to help support families within the National Capital Region who are coping with childhood cancers.



ULTIMATE RUN FOR MEN'S CANCER

For 17 years, Alterna has been involved in the Ultimate Run for Men's Cancer in Ottawa. To date, the run has raised more than \$3.6 million for the Ottawa Regional Cancer Foundation. In 2014, over 25 Alterna staff volunteered at the event, helping racers get their race kits, taking pledges, running and fundraising for this important cause.



TOTAL VALUE TO THE COMMUNITY \$610,791

“FOR OVER A DECADE, ALTERNA HAS SUPPORTED SMALL AND DEVELOPING BUSINESSES THROUGH COMMUNITY-BASED MICRO-LENDING, AND WE’RE PROUD TO BE ABLE TO WORK WITH SUCH DYNAMIC PARTNERS IN MAKING POSITIVE CHANGES IN OUR COMMUNITIES.”

ROB PATERSON, *PRESIDENT & CEO, ALTERNA SAVINGS*

MICRO FINANCE PROGRAM

For many Ontarians, particularly women, youth and newcomers to Canada, securing credit and accessing banking services are major roadblocks to starting a business. Over the course of the past year the Alterna Community Micro Finance Program provided **85** micro-borrowers with over **\$480,000** in loan financing.

A recent graduate of the program is Monique Durrant of Mondu Floral Design Inc. Specializing in floral design with a contemporary edge, owner Monique has had her work featured in *Wedding Bells*, *Toronto Sun*, *Toronto Star* and *The Globe and Mail*.

When Monique applied for a loan back in 2004, she faced many barriers. A young female with no collateral to place against a business loan, no credit score and a student loan debt, she needed at least \$10,000 to expand her business to a storefront location. To date Mondu has received three micro-loans through Alterna’s Community Micro Finance Program.

“Without the help from Alterna, my business would not be where it is today,” says Monique. “I’m set to move to an upscale neighbourhood and expand my business, which is now my entire means of income. Thank you Alterna for this incredible opportunity!”



ARRANGEMENT BY: MONDU FLORAL DESIGN

COMMUNITY GRANT PROGRAM

In 2014, Alterna was pleased to support several local community organizations through our Community Grants program. Here's a snapshot of the organizations we supported last year. For a complete listing of the 2014 grant recipients, please visit alterna.ca.

FINANCIAL LITERACY ACTION NETWORK OF OTTAWA (FLANO)

Financial Literacy Action Network of Ottawa (FLANO) is a volunteer group made up of individuals, organizations, business support partners, agencies, and community groups working in and promoting financial literacy in the Ottawa region. Alterna's grant will be used to support FLANO meetings, and we were pleased to host their launch event in 2014.

APPLEGROVE COMMUNITY COMPLEX

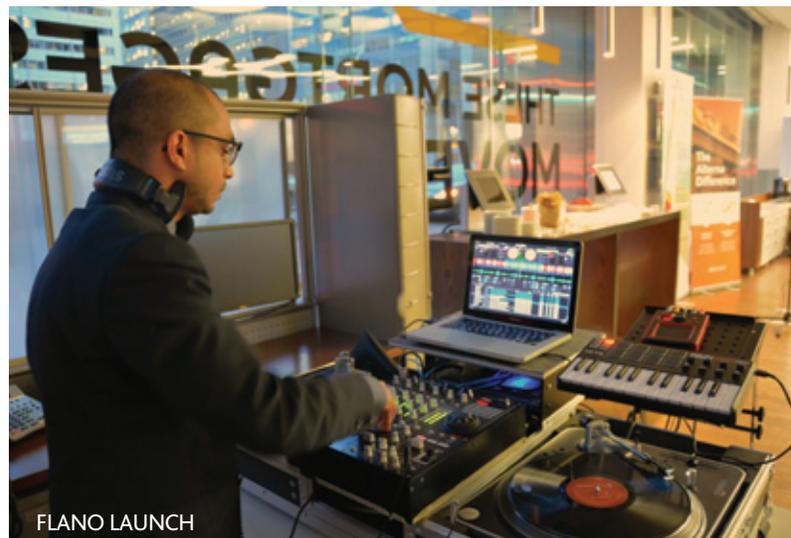
For over 30 years, Applegrove has worked with local residents in the Queen-Greenwood area of Toronto, providing services and programs for infants, children, teens, adults and seniors. Alterna is pleased to support the APPLE (Applegrove Practical Peer Leadership Experience) Project, providing young teens with a practical learning experience with other peers in a safe and familiar setting.



ROBERT PATERSON, FLANO



FLANO LAUNCH



FLANO LAUNCH

FINANCIAL HIGHLIGHTS

We are grateful that members showed continued confidence and commitment to Alterna in 2014. You trusted us, bringing us a greater amount of your entire business with total loans under administration up by 7% or **\$154 million**, deposits growing by 3% or **\$67 million**, and our wealth management increasing by 11% or **\$65 million**. Overall your business support saw our funds under management grow by **\$286 million** in 2014.

On the income front, 2014 showed continued growth as we built on the strength of 2013. The company-wide cost and productivity exercises started last year led to **impressive operating efficiency improvements** in 2014. We delivered a year-over-year reduction in overall

expenses of almost **\$3.9 million** or 6%. This turnaround, contributed directly to a **43% improvement** in net operating income. Net income after taxes improved by 16% or **\$1.6 million**, with the 2014 year end closing at a record **\$11.6 million** compared to \$10.0 million in 2013.

Looking back, it was a year of weathering the low interest rates and competitive pressures from big banks, and Alterna remained strong against those challenges. We are very pleased to report that with your help, **we remain healthy and sustainable for the long-term**. Our organizational and financial strength will support our ongoing ability to invest in innovative member service solutions, talented employees, and our local communities.

Rob Paterson,
President and CEO

José Gallant,
Senior Vice President & Chief Administrative Officer

Mark Cauchi,
Senior Vice President & Chief Information Officer

Bill Boni,
Senior Vice President & Chief Financial Officer

Brian Lawson,
Regional Head of Member Experience, NCR

Frugina Ball,
Regional Head of Member Experience, GTA

CONSOLIDATED BALANCE SHEET

(IN THOUSANDS OF DOLLARS)

DECEMBER 31, 2014

AS AT,	DECEMBER 31, 2014	DECEMBER 31, 2013
ASSETS		
Cash and cash equivalents	\$ 62,585	\$ 52,206
Investments	213,009	240,469
Loans, net of allowance for impaired loans	2,397,870	2,231,848
Property and equipment	9,730	11,051
Intangible assets	9,299	1,973
Derivative financial instruments	9,550	6,088
Deferred income tax asset	1,290	1,499
Other assets	8,341	8,311
	\$ 2,711,674	\$ 2,553,445
LIABILITIES AND MEMBERS' EQUITY		
Liabilities:		
Deposits	\$ 2,313,745	\$ 2,246,874
Borrowings	55,000	25,000
Mortgage securitization liabilities	128,749	77,623
Derivative financial instruments	4,319	2,392
Income tax payable	1,062	180
Other liabilities	22,392	28,122
Membership shares	1,562	1,656
	\$ 2,526,829	\$ 2,381,847
Members' equity:		
Special shares	56,816	56,726
Contributed surplus	19,282	19,282
Retained earnings	107,523	97,801
Accumulated other comprehensive income (loss)	1,224	(2,211)
	184,845	171,598
	\$ 2,711,674	\$ 2,553,445

CONSOLIDATED STATEMENT OF INCOME

(IN THOUSANDS OF DOLLARS)

DECEMBER 31, 2014

FOR THE YEARS ENDED,	DECEMBER 31, 2014	DECEMBER 31, 2013
Interest income	\$ 88,649	\$ 88,421
Investment income	5,714	4,741
	94,363	93,162
Interest expense	32,319	29,398
Net interest income	62,044	63,764
Loan costs	(185)	1,446
	62,229	62,318
Other income	10,423	10,494
	72,652	72,812
Operating expenses	60,291	64,147
Operating income	12,361	8,665
Unrealized gains on financial instruments	1,629	3,372
Income before income taxes	13,990	12,037
Provision for income taxes		
Current	2,700	1,829
Deferred	(317)	177
	2,383	2,006
Net income	\$ 11,607	\$ 10,031

CONSOLIDATED STATEMENT OF COMPREHENSIVE INCOME

(IN THOUSANDS OF DOLLARS)

DECEMBER 31, 2014

FOR THE YEARS ENDED,	DECEMBER 31, 2014	DECEMBER 31, 2013
Net income	\$ 11,607	\$ 10,031
Other comprehensive income		
<i>Other comprehensive income to be reclassified to income in subsequent periods:</i>		
Available-for-sale securities:		
Net unrealized gains on available-for-sale securities ⁽¹⁾	551	128
Cash flow hedges:		
Changes arising during the year ⁽²⁾	237	(363)
Less: Reclassification adjustments for gains included in the income statement ⁽³⁾	46	148
Net gain/(loss) on cash flow hedges	283	(215)
Net other comprehensive income to be reclassified to income in subsequent periods	834	(87)
<i>Other comprehensive income not to be reclassified to income in subsequent periods:</i>		
Defined benefit plan - actuarial gains (losses) ⁽⁴⁾	2,601	(665)
Net other comprehensive income not to be reclassified to income in subsequent periods	2,601	(665)
Other comprehensive income (loss)	3,435	(752)
Comprehensive income	\$ 15,042	\$ 9,279

(1) Net of income tax expense of \$127 (2013 - expense of \$40)

(2) Net of income tax expense of \$59 (2013 - recovery of \$58)

(3) Net of income tax expense of \$11 (2013 - expense of \$33)

(4) Net of income tax expense of \$580 (2013 - recovery of \$221)

CONSOLIDATED STATEMENT OF CHANGES IN MEMBERS' EQUITY (IN THOUSANDS OF DOLLARS)

DECEMBER 31, 2014

FOR THE YEARS ENDED,	DECEMBER 31, 2014	DECEMBER 31, 2013
Special shares:		
Balance, beginning of year	\$ 56,726	\$ 56,716
Net shares issued	90	10
Balance, end of year	56,816	56,726
Contributed surplus:		
Balance, beginning of year	19,282	19,282
Balance, end of year	19,282	19,282
Retained earnings:		
Balance, beginning of year	97,801	89,632
Net income	11,607	10,031
Dividend on special shares	(1,884)	(1,840)
Issuance costs	(1)	(22)
Balance, end of year	107,523	97,801
Accumulated other comprehensive income (loss), net of tax:		
Balance, beginning of year	(2,211)	(1,459)
Other comprehensive income (loss)	3,435	(752)
Balance, end of year	1,224	(2,211)
Members' equity	\$ 184,845	\$ 171,598

BOARD OF DIRECTORS

DUNCAN MUNN

CHAIR

Committees:

Governance, Chair;

Nominating

Attendance: 9/9

Remuneration: \$38,000

MARIA BARRADOS

DIRECTOR

Committees:

Governance; Nominating;

Alterna Bank

Attendance: 9/9

Remuneration: \$19,000

EARL CAMPBELL

DIRECTOR

Committees:

Business Oversight;

Governance;

Alterna Bank, Chair

Attendance: 10/10

Remuneration: \$19,000

RANDAL HEIDE

DIRECTOR

Committees:

Business Oversight;

Risk Oversight, Chair

Attendance: 11/11

Remuneration: \$20,900

KEVIN LINDSEY

VICE CHAIR

Committees:

Governance;

Nominating, Chair

Attendance: 9/9

Remuneration: \$25,650

RUTH BAUMANN

DIRECTOR

Committees:

Risk Oversight;

Business Oversight;

Attendance: 10/11

Remuneration: \$19,000

KEN CHAN

DIRECTOR

Committees:

Finance & Audit;

Nominating; Alterna Bank

Attendance: 10/10

Remuneration: \$19,000

RAJ KAPOOR

DIRECTOR

Committees:

Finance & Audit;

Risk Oversight;

Attendance: 9/9

Remuneration: \$19,000

NORM AYOUB

DIRECTOR

Committees:

Governance; Business

Oversight, Chair

Attendance: 11/11

Remuneration: \$20,900

IAN BENNETT

DIRECTOR

Committees:

Nominating;

Alterna Bank

Attendance: 5/5

Remuneration: \$19,000

JOHANNE CHARBONNEAU

DIRECTOR

Committees:

Finance & Audit;

Risk Oversight

Attendance: 9/11

Remuneration: \$19,000

PETER OSTAPCHUK

DIRECTOR

Committees:

Finance & Audit,

Chair; Nominating

Attendance: 7/9

Remuneration: \$20,900

ALTERNA SAVINGS

BRANCHES

**Bay Street Community
Banking Centre**
800 Bay Street
Toronto, ON M5S 3A9

Bells Corners
2090 Robertson Road Unit K
Nepean, ON K2H 8V5

Billings Bridge
2269 Riverside Drive
Ottawa, ON K1H 8K2

Bolton
1 Queensgate Blvd.
Bolton, ON L7E 2X7

**Bramalea Community
Banking Centre**
2909 Queen Street East
Brampton, ON L6T 5J1

Centretown Community Branch
271 Bank Street
Ottawa, ON K2P 1X5

Danforth
1577 Danforth Ave.
Toronto, ON M4C 1H7

Kingston
Clock Tower Plaza
823 Norwest Road
Kingston, ON K7P 2N4

Lakeshore
3001 Lakeshore Blvd. West
Toronto, ON M8V 1J8

Merivale
Viewmount Centre
1715 Merivale Road
Nepean, ON K2G 3K2

North Bay
107 Shirreff Ave., Suite 101
North Bay, ON P1B 7K8

Orléans
Place Centrum
210 Centrum Blvd.
Orléans, ON K1E 3V7

Pembroke
680 Pembroke Street East
Pembroke, ON K8A 3M2

Place de Ville
112 Kent Street
Ottawa, ON K1P 5P2

Ryerson
350 Victoria Street
Podium Rm POD 158
(northeast of Yonge & Dundas)
Toronto, ON M5B 2K3

**Scarborough Community
Banking Centre**
410 Progress Avenue
Scarborough, ON M1P 5J1

Shepard
4900 Yonge Street
North York, ON M2N 6A4

South Keys
2300 Bank Street
Ottawa, ON K1V 8S1

St. Laurent
1200 St. Laurent Blvd.
Ottawa, ON K1K 3B9

Streetsville
Campus Plaza
113 Queen St. South
Streetsville, ON L5M 1K7

Tunney's Pasture
R.H. Coats Building
100 Tunneys Pasture Driveway
Building 1
P.O. Box 3676
Ottawa, ON K1A 0T6

York
4700 Keele St., Unit 18
Toronto, ON M3J 1P3

ALTERNA BANK

BRANCHES

Gatineau
160 Blvd. de l'Hôpital
Gatineau, QC J8T 8J1

Hull
Place du Portage IV
142, promenade du Portage
Gatineau, QC J8X 2K3

IMAGINE CANADA

We are an Imagine Canada Caring Company.

Imagine Canada is a national charitable organization whose cause is Canada's charities and non-profits. They support and strengthen charities, so they in turn can support the Canadians and communities they serve.

When you see the Imagine Canada logo, you can be assured that the company using it is supporting local causes by donating a minimum of 1% of their pre-tax profits (just like we do).





Alterna Savings

CALL US

1.877.560.0100

EMAIL US

getintouch@alterna.ca

VISIT US

alterna.ca

FOLLOW US



facebook.com/alternasavings



[@alternasavings](https://twitter.com/alternasavings)