

COERCIVE TIED SELLING

'COERCIVE TIED SELLING' IS NOT OUR STYLE.

This means that Alterna will never place undue pressure on you or force you to take one product as a condition for getting another. In addition, Alterna does not require a minimum deposit as a condition of a loan or mortgage.

Alterna is, however, able to do the following in order to support your banking needs:

- Offer a more favourable interest rate based on the level of business the client has with us.
- Offer a line of credit or a credit card with a loan or mortgage. However, the client can refuse the offer and would still be granted the loan or mortgage.
- Offer life insurance or other credit insurance with a mortgage or loan. This is a specific exception within the Bank Act as there is a genuine purpose for offering the life insurance.
- Take appropriate security on a loan.

If you feel you have experienced coercive tied selling at Alterna, please let us know. You may follow our complaint resolution process, which is available in our branches or on our website at alterna.ca.

CONTACT US

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