

September 20<sup>th</sup>, 2021

Dear Valued Member,

This is a reminder that on October 1<sup>st</sup>, the Member Savings branch will relocate due to the sale of the LCBO Toronto Head Office – where our branch is currently located.

Beginning Monday, October 4, 2021, we can offer you pre-arranged in-person branch support through Alterna Savings' network of 35 branch locations across Ontario by calling us at 1-888-560-2218. Please note, our phone numbers are not changing because of this move.

**Before visiting an Alterna Savings branch you must contact a Member Savings team member and pre-arrange a branch visit.** Branch services are limited until all aspects of our integration with Alterna are complete. Until that time, you should continue to choose and use Member Savings products and services via phone, email, online and mobile banking.

**Beginning October 1, 2021, our new mailing address will be:**

Member Savings  
c/o Alterna Savings Toronto Corporate Office  
2 Bloor Street East, 26<sup>th</sup> Floor, P.O BOX #73  
Toronto, ON M4W 1A8

***Please note, this is not a branch location***

Please use The Exchange ATM Network for surcharge-free banking. Visit [theexchangenetwork.ca](http://theexchangenetwork.ca) to find thousands of ATM locations and features near you.

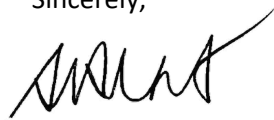
## Questions?

If you have questions or concerns, please direct them to [betterbanking@membersavings.ca](mailto:betterbanking@membersavings.ca).

For account specific questions or to pre-arrange an in-person branch visit, call 1-888-560-2218, Monday to Friday, 8:30 am – 4:00 pm, and our team will be happy to assist you.

Thank you for being a valued member of Member Savings. Our team looks forward to continuing to serve you for many years to come.

Sincerely,



Sharon Kent  
President, Member Savings