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**Member Savings is now Alterna Savings**

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## **Member Savings Branch Relocation – Member FAQ**

### **Why is Member Savings moving locations?**

Member Savings is moving locations, because of planned closure of the LCBO Head Office at 55 Lake Shore Blvd. E.

### **When does the official move take place?**

Member Savings will officially be leaving the LCBO Head Office and moving to Bloor Street by October 1<sup>st</sup>, 2021.

### **What will be the new address?**

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

### **Where should I send any mail?**

As of October 1<sup>st</sup>, 2021, please send any mail directly to our new address:

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

### **Will any phone numbers be changing?**

All phone numbers will remain the same. You can still reach our Member Service Representatives by calling 1.888.560.2218 or 416.860.1072 or by contacting a staff member at their direct line. For a full list of contact information please visit our [Contact Us](#) page.

### **How will I be able to do my banking at the new location?**

Since the beginning of COVID-19, our branch access within 55 Lake Shore Blvd E has been restricted to employees only, on a once-a-week basis. As we have for the past year and a half, we will continue to

meet all of your banking needs remotely. Please reach out to one of our Member Service Representatives to set up a time to discuss your specific banking needs and how we can accommodate.

**Can I still contact the same Member Savings Employees?**

Yes! You can continue to contact all of our Member Savings team at our toll free and direct phone numbers. You may also reach us at [betterbanking@membersavings.ca](mailto:betterbanking@membersavings.ca).

**Will the Member Savings team still be working from home?**

Yes. All Member Savings team members will continue to work from home. The same way we have since the pandemic started.

**What will happen to the ATM located outside the current Member Savings Branch?**

That ATM will no longer be available. Members can continue to take advantage of our surcharge-free, Exchange ATM Network. [Click here](#) to find an ATM near you.

**Is there a branch at the new location?**

The Alterna Savings corporate office location that the Member Savings team will be operating out of in the fall does not have a branch at this time. However, a Member Savings representative will continue to help meet all of our members banking needs, no matter where we are located throughout the province.

**When will we know more detailed information about the move?**

We will be providing more details regarding our move over the course of the summer leading up to our move date of October 1<sup>st</sup>, 2021.

**What action is required from members?**

No action is required by you, but as always, please ensure your contact information is up to date (email, mail, phone numbers).

Also, remember that any mail should be directed to our new mailing address as of October 1<sup>st</sup>, 2021. We will continue to meet our members in-person needs on a case by case basis, so please ensure you contact one of our Member Service Representatives in advance to schedule a time for us to help serve your banking needs.