

# Servus' complaint resolution process

Servus Credit Union will make every effort to resolve member concerns in a timely, efficient manner. We are committed to providing superior service and products to you, our member-owners.

We have developed a four step process to deal with any concerns you may have. We ask you to follow these steps if you have any issues you want to bring to our attention.

<b>STEP 1:</b> <b>VOICE YOUR COMPLAINT</b>  Talk about your concerns with the Servus Credit Union employee you are dealing with.	Servus employees are authorized to address many questions or concerns on the spot. Please call our Member Contact Centre at <b>1.877.378.8728</b> or email <b>contact_us@servus.ca</b> , or visit your local Servus branch location.
<b>STEP 2:</b> <b>ESCALATE YOUR COMPLAINT</b>  Contact the branch supervisor or branch manager where you are conducting your business.	If your problem cannot be resolved at the first step, ask to speak to the branch supervisor or branch manager. They have the authority to address most personal banking issues.
<b>STEP 3:</b>  <b>Contact Member Relations</b>	<p>You can ask to have your complaint escalated. We will direct your concern to a senior leader within the organization Member Complaint Resolution Department for review and resolution.</p> <p>Member Relations Email: <a href="mailto:MemberRelations@servus.ca">MemberRelations@servus.ca</a> Mail: 151 Karl Clarke Road NW Edmonton, AB T6N 1H5</p>
<b>STEP 4</b>  <b>Contact the Ombudsman for Banking Services and Investments</b>	<p>The Ombudsman for Banking Services and Investments (OBSI) provides you with an independent and impartial avenue to resolve concerns. For information about submitting a concern to the OBSI contact:</p> <p>Website: <a href="http://www.obsi.ca">www.obsi.ca</a> Email: <a href="mailto:ombudsman@obsi.ca">ombudsman@obsi.ca</a> Phone: 1.888.451.4519 Mail: Ombudsman for Banking Services and Investments P.O. Box 896 Station Adelaide Toronto, ON M5C 2K3</p>