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FAQs from the 2020 Member Survey

Didn't know we had a new website

Take a minute to check out the website, lots of helpful information, especially the [Rates & Offers page](#) - updated frequently to reflect specials and promotions. Don't miss out!

Advisors are not assigned alphabetically

We know quite a few of you are used to our Advisors being assigned to members alphabetically, based on your last name. That has changed. We now match members to financial Advisors or teams based on your needs. Don't know who you should be dealing with? No worries just give us a call.

Long term loyal members

We have a lot of great long-term members. The Credit Union has evolved since you've joined. A lot of members don't use the Credit Union to it's full potential. Time to have a 2nd look at what we can do. Love our great service when you deal with us? Imagine that great service for all your financial needs. We have all the same products and services the big banks do, **and** great service!

Want us to be a little more proactive?

We agree, and we are working on it! Part of the reason we are reorganizing, so we have more staff working on member facing activities, increasing efficiencies, and reducing process.

ATM Access

A lot of questions around where to find an ATM. In addition to the NEW full-service ATM available 24/7 at our head office, 123 Ferris Lane Barrie, as a member of the Credit Union, you have access to the 2nd largest ATM network in Canada! The Exchange Network of ATMs is surcharge free for members. Use the ATM finder on the mobile banking app or download the Exchange Network ATM finder app to your phone.

Service Fees

While we hadn't increased fees in 10 years, we will continue to evaluate and make sure our fees continue to be very competitive and on the low end of the scale. We will also make sure our rates continue to be competitive in both investments and lending.



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Technology

Looking for some of the latest and greatest new technology features? We try to evaluate the cost vs benefit as new features come to market to keep fees down. We try to onboard new technology that will benefit most members.

Issues with Collabria Visa

We are not going to disagree; it hasn't been the smoothest of transition to this new credit card provider. But what we can say, is that the cards and benefits are terrific and while they do hit some bumps in the road as they grow and improve, they do come through in the end. Give us a call, we can help work it out.

It's all about the service

For the most part you are ecstatic with the service you receive at the Credit Union, you ranked us "out of this world" with a Net Promoter Score almost double the industry average. So, we thought we should *help you help us*. Our new Referral Program is the perfect way for you to share the great service you get at the OPPA Credit Union with your family and colleagues **and** get paid!

Check out the details on our website www.oppacu.com/refer-friends-family

These are just some of the more common questions/concerns we received through the Member Survey, we will be looking at all the responses and initiating action plans, as necessary. As always if you have any specific questions or concerns please don't hesitate to contact us.