

Compliments and Complaints

1) COMPLIMENTS

If you've been provided with great service and you want to tell us, please send us your compliments to:

Email: support@cdcu.com

Mail: Creston & District Credit Union
PO Box 215
Creston BC V0B 1G0

Phone: 250-428-5351

FAX: 250-428-5302

Please let us know the name(s) of the staff involved so we can give them the proper recognition. Thank you!

2) COMPLAINTS

Our goal is to serve our members well. Sometimes there are challenges to achieving this. We take complaints seriously at Creston & District Credit Union. By solving your complaint, we learn to serve all members better.

FIRST-TIME COMPLAINT

We commit to responding promptly with the following procedure at the first point of contact (first point of contact is the first staff member you raise your complaint to):

- Understanding and acknowledging your complaint
- Immediately working on a resolution, if possible
- If further investigation is required, the first point of contact will advise you of which staff member or department is handling it and when you can expect to hear from us. Some issues are challenging to resolve immediately, so we will keep you informed

NEXT STEPS

Most issues can be resolved at first contact. If your issue is not resolved or you have not been provided with a reasonable timeline for resolution and you wish to pursue your problem or complaint further, please contact us following the process outlined below.

STEP 1

To move this further, please provide the following information so that we may assist you faster and send it to support@cdcu.com.

- Your account number
- The name(s) of staff involved
- Date(s) the matter occurred
- Supporting documents (if any)
- How you wish to be contacted: mail, email, phone (including best times)

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STEP 2

Our employees can usually resolve any problem at first contact, however if they are unable to satisfy your complaint within 14 days, and you wish to proceed further, please contact our Manager, Administration.

Kelly Marshall, Manager, Administration
PH: 250-428-5351
Toll Free: 866-857-2802
Email: kmarshall@cdcu.com

STEP 3

If the Manager, Administration was unable to satisfy your concern, you can bring it to the Chief Executive Officer.

Lawrence Makortoff, CEO
Email: lmakortoff@cdcu.com
PH: 250-428-5351

STEP 4

If you were still unable to resolve the complaint, you can contact the Chair of the CDCU Board of Directors:

Don Low
Email: dlow@cdcu.com

STEP 5

After pursuing the above steps, if your complaint remains unresolved, you can submit it to the Ombudsman for Banking Services and Investments (OBSI). Our Credit Union is a member of OBSI, and the Ombudsman can review unresolved complaints, and when appropriate, arbitrate a solution.

You can submit to OBSI by following [THIS LINK](#).