



Canada Post Service Disruption

November 1, 2018

Tandia's mail delivery to members will likely be impacted by the current labour disruption at Canada Post. Here are some important things to note:

- If you receive paper statements and require a copy of your October 31st statement, you can get a complimentary printed copy at your branch.
- If you require documentation for a term deposit maturity, mortgage renewal or other service need, or a replacement for your expiring Member Card[®] debit card, please arrange for pickup at your branch.
- Tandia[™] Collabria[®] Visa* cardholder statements, new cards, and replacement cards sent by mail may also experience delays. Cardholders are expected to continue to make payments by the due date and can do so through online banking or in-branch. Electronic statements, balances, payment amount/minimum payment and due dates are available through:
 - MyCardInfo
 - Collabria Card Services: 1.855.341.4643
 - Our Member Solutions Centre

Thank you for your understanding.

1.800.598.2891 | tandia.com