

Compliments and Complaints

YOUR insight as a member is important to us. It helps guide this credit union in the direction that aligns with our memberships' vision.

We look for your advice, ideas and feedback on the professional service you have come to expect from us. Your feedback helps us address your concerns so that we can ensure your member experience is the best that it can be. Whether you have words of praise, encouragement or suggestions on how we can improve, we would like to hear from you.

Compliment Procedure:

Let us know about the exceptional service you have received. We'll pass it along to our team members.

Email	erinfo@ercu.ca
Fax	709-927-5018
Phone	709-927-5524
Mail	Eagle River Credit Union 8 Branch Road PO Box 29 L'Anse au Loup, NL AOK 3L0
Online comments	https://www.eaglerivercu.com/Home/ContactUs/Contact/

Complaint Procedure:

At Eagle River Credit Union, we take complaints very seriously. Please help us provide the best service levels possible for all our members by letting us know if you have an issue or concern. A silent problem is never solved.


We are committed to a response within 24 hours, with the following:

- Acknowledgement of your issue or complaint having been received
- An immediate answer or resolution, if one is available
- Information regarding any further investigation that is needed. This includes the name and/or department that is handling the situation and when you can expect to hear from us again (usually within 5 business days).
- Notice if your issue is more complex and will take longer to resolve

www.eaglerivercu.com

8 Branch Road
PO Box 29
L'Anse au Loup, NL AOK 3L0

Tel (709) 927-5524
Fax (709) 927-5018



If you have a problem, issue or complaint of any sort, we encourage you to contact us using the process outlined below:

STEP #1

In advance, gather and assemble all the pertinent information such as:

- Your account number
- Your preferred method of reply: mail, e-mail, phone - including best time to call
- Date(s) of occurrence (if issue is specific)
- Supporting statements or documents, if any
- The names and branch locations of any specific staff involved

Clarify the situation and sequence of events in your own mind, and then determine what it is you would like us to do to make the issue right.

STEP #2

Contact your branch (all branch contact details can be obtained from our website by visiting www.eaglerivercu.com or by dialing direct):

Branch Location	Branch Manager/Supervisor	Telephone Number
L'Anse au Loup	Lynn Hunter-Murphy	709-927-5524
Mary's Harbour	Jackie Rumbolt	709-921-6899
White Hills	Beverly Patey	709-454-2172
Tri Town	Carolyn Spence	709-861-9188
Labrador Savings	Eileen Walsh	709-896-8354
Humber Valley	Amanda Ball	709-635-5149

You can also e-mail us at erinfo@ercu.ca.

Our Branch Managers are empowered to handle virtually any problem that you may have encountered. In fact, our experience has shown us that nearly 100% of all member concerns are dealt with to the members' satisfaction with just one phone call or e-mail.



STEP #3

If your Branch Manager/Supervisor is unable to fully satisfy your concern, you may wish to appeal your situation further by contacting one of the following senior credit union officials:

Manager, Operations	Brenda McCarthy	709-635-5149
Chief Executive Officer	Alvina O'Brien	709-927-5001

STEP #4

If the member of our executive team is unable to fully satisfy your concern, you may wish to appeal your situation further by contacting the following members of the board executive:

Chair, Board of Directors	Bert Belben	bbelben@ercu.ca
Vice Chair, Board of Directors	Bradley Hancock	bhancock@ercu.ca

Eagle River Credit Union is committed to providing quality member service. As we strive to continually improve, we appreciate your time in advising us of any compliments, suggestions or complaints that you may have.

Thank you.



Compliments and Complaints

Name (optional): _____

* Specifics enclosed in a *Compliments and Complaints* form will be kept confidential. Your name is requested so that a Manager may contact you to address your issue, or gather more details on a specific situation.

Preferred Contact Method: Telephone: _____ Email: _____

Preferred Time of Day: _____

Return Mailing Address: _____