



Dear Members,

In January, Canada Post announced that epost™ will be discontinued by December 2022. Quinte First, now Alterna Savings, will withdraw from epost services by August 15<sup>th</sup>, 2022. At that time, members will no longer be able to access epost via our online banking service. However, members can still access their epost account directly through [Canada Post](#) until the end of December 2022.

Below are some FAQs to answer questions about the wind-down of epost.

**Q: I heard epost is winding down – can I still use it?**

A: Quinte First, now Alterna Savings, is discontinuing the use of epost via online banking as of August 15<sup>th</sup>, 2022.

Canada Post will be discontinuing epost services by December 2022. However, you can still view your mail at [canadapost.ca](http://canadapost.ca) until that time.

**Q: What happens to the mail from Alterna that I currently have coming to epost?**

A: Quinte First, now Alterna Savings can email you important information directly if you provide us with your current email address. You can add your email address to your online banking profile, call our Contact Centre at 1.877.560.0100, or come into a branch to provide your email address.

You can access your monthly statements directly through our online banking platform. If you are not registered for online banking, call our contact center.

**Q: When will the last epost mail be delivered?**

As of August 15<sup>th</sup>, 2022 Quinte First, now Alterna Savings, will no longer be sending any mail via epost.

**Q: How do I save or print my epost mail?**

A: Click [HERE](#) for instructions on downloading or printing your documents.

**Q: What do I need to do regarding epost wind-down?**

A: 1. Ensure that you have provided your email address to Quinte First, now Alterna Savings. We will then send communications to you directly.

2. Sign up for online banking to access your monthly statements safely anytime, anywhere. You can sign up by calling our Contact Center at 1.877.560.0100 or coming into a branch where our helpful staff can help you get set up.

On the Canada Post side, no action is required. You do not need to close your epost account or subscriptions. **If you wish to save bills or statements after December 2022, you will need to [print or save them](#).**

**Q: What will happen to my epost account and mail if I don't do anything?**

A: Your epost account and subscriptions will be closed in December 2022. You will no longer have access to the bills and statements in your epost Inbox.

Canada Post has provided more information about the other epost services on their [website](#). You can also call their support line at **1-866-607-6301**

If you have additional questions or need assistance adding an email address to your account or setting up online banking, please call our Contact Center at 1.877.560.0100 or come into a branch. We are here to help.

As always, thank you for your membership

The Quinte First, now Alterna Savings Team