

## COVID-19: How can I get in contact with my bank?

Due to current circumstances, banks have made changes to hours of operation and access to buildings, either requiring or encouraging you to make an appointment if you need assistance. If you experience difficulties getting through to your bank on toll free numbers, please see below for additional contact information provided by local branches.

<b>ATB Financial</b>	
Katelynn Comstock	403-823-5162 <a href="mailto:kcomstock@atb.com">kcomstock@atb.com</a>
Destiny Westman	403-823-5162 <a href="mailto:dwestman@atb.com">dwestman@atb.com</a>
Buenafe Tan	403-823-5162 <a href="mailto:btan@atb.com">btan@atb.com</a>
Lychelle Horner	403-334-4365 <a href="mailto:lhorne@atb.com">lhorne@atb.com</a>
Barbara Heptonstall	403-334-1843 <a href="mailto:bheptonstall@atb.com">bheptonstall@atb.com</a>
Janelle Leonhardt	403-334-0306 <a href="mailto:jleonhardt@atb.com">jleonhardt@atb.com</a>
Tara Lutz	403-334-9385 <a href="mailto:tlutz@atb.com">tlutz@atb.com</a>

By appointment only, so customers **must** call first to make an appointment. Staff cannot let you in the bank without an appointment.

<b>BMO</b>	
Joanne Dedul, Customer Service	403-820-7096 <a href="mailto:joanne.dedul@bmo.com">joanne.dedul@bmo.com</a>
Yogesh Patter, Personal Banker	403-823-3331 <a href="mailto:yogesh.patter@bmo.com">yogesh.patter@bmo.com</a>
Deepu Verma, Branch Manager	403-820-7098 email – <a href="mailto:deepu.verma@bmo.com">deepu.verma@bmo.com</a>

<b>Chinook Financial</b>	
Front line member services representatives	Main branch # 403-823-5077
Lisa Murray, Manager Member Service	403-820-7080 <a href="mailto:LMurray@chinookfinancial.com">LMurray@chinookfinancial.com</a>
Deanna Chambers, Member Assistance	403-820-7089 <a href="mailto:DChambers@chinookfinancial.com">DChambers@chinookfinancial.com</a>
Sheresse Thompson, Investment Rep.	403-820-7076 <a href="mailto:ShThompson@chinookfinancial.com">ShThompson@chinookfinancial.com</a>
Sladjana Campbell, Financial Services Rep.	403-820-7085 <a href="mailto:SCampbell@chinookfinancial.com">SCampbell@chinookfinancial.com</a>
Sarah Burnett, Financial Services Rep	403-820-7081 <a href="mailto:SBurnett@chinookfinancial.com">SBurnett@chinookfinancial.com</a>
Patsy Stokalko, Branch Manager	403-820-7083 <a href="mailto:PStokalko@chinookfinancial.com">PStokalko@chinookfinancial.com</a>
Terry Stoppler, Business Banking	403-820-7075 <a href="mailto:TStoppler@chinookfinancial.com">TStoppler@chinookfinancial.com</a>
Brenda DeMille, Business Banking	403-820-7077 <a href="mailto:BDeMille@chinookfinancial.com">BDeMille@chinookfinancial.com</a>

Leave a voicemail if you cannot connect with them right away; the voice mail is monitored at all times throughout the branch hours of 8:30 AM – 5:00 PM which enables them to contact you without delay.

<b>CIBC</b>	
Pat Giffin, Branch Manager	403-823-5141 x 222 <a href="mailto:pat.giffin@cibc.com">pat.giffin@cibc.com</a>
Lisa Monfrinotti, Financial Advisor	403-823-5141 x 300 <a href="mailto:lisa.monfrinotti@cibc.com">lisa.monfrinotti@cibc.com</a>
Joni Thompson, Sr Financial Services Rep	403-823-5141 x 226 <a href="mailto:joni.thompson@cibc.com">joni.thompson@cibc.com</a>
Bridget Unland, Financial Services Rep	403-823-5141 x 301 <a href="mailto:bridget.unland@cibc.com">bridget.unland@cibc.com</a>

Staff members are in groups on 2 week rotations. Team A (Pat and Joni) are currently on Apr 13 – 24, then Team B (Lisa and Bridget) will be on for the following 2 weeks, Apr 27 – May 8, etc.

<b>RBC</b>	<b>Main branch phone #: 403-823-4414</b>
Jennifer Dickson (for personal banking)	403-820-6439 <a href="mailto:jennifer.dickson@rbc.com">jennifer.dickson@rbc.com</a>
Brandon Hall (for business banking)	403-921-0332 <a href="mailto:brandon.hall@rbc.com">brandon.hall@rbc.com</a>
Trevor Young, Branch Manager	403-823-1224 <a href="mailto:trevor.young@rbc.com">trevor.young@rbc.com</a>

<b>Scotiabank</b>	
Angie Gill, Customer Experience Lead	403-823-1283 x 4400 <a href="mailto:angiea.gill@scotiabank.com">angiea.gill@scotiabank.com</a>
Joanne Contenti, Branch Manager	403-823-1283 x 4000 <a href="mailto:joanne.contenti@scotiabank.com">joanne.contenti@scotiabank.com</a>