

From: Deirdre Moore <dw.cceh@outlook.com>
Sent: Tuesday, June 30, 2020 12:17 AM
To: Service - Solutions Centre
Cc: patrick.leonard@alterna.ca; Andee Sea Cae Jak; jwhite@pfi.rocks
Subject: SECOND REQUEST || RE: Pardon? || RE: Bizarre || RE: Pardon? || RE: Alterna requires a valid address on file

Mr. Cherif,

1. You are not going to "mail me": you may attempt to "mail to me". Please try to use prepositions when corresponding with me; otherwise, your poor use of English grammar is incredibly distracting.
2. I already asked that the account be closed. Why are you confused on this point?
3. You may e-transfer to me my \$15 membership fee: there is no need to go through the expense of preparing and mailing a bank draft for a measly \$15. That is utterly ridiculous.
4. I asked you three questions which are now highlighted below in yellow: when can I expect answers to these questions?

From: Service - Solutions Centre <Solution.Centre@alterna.ca>
Sent: Monday, June 29, 2020 9:38 AM
To: Deirdre Moore <dw.cceh@outlook.com>; Service - Solutions Centre <Solution.Centre@alterna.ca>
Subject: RE: Pardon? || RE: Bizarre || RE: Pardon? || RE: Alterna requires a valid address on file

Dear Deirdre,

As per the letter that I emailed to you at your request, you have until July 26th to make arrangements before we close your account. However, we can close your account earlier at your request. So please kindly confirm that you would like your account to be closed immediately.

Please also be advised that a draft for the remaining proceeds in your account will be sent to you in the name of the account **and at the address on file, as final payment**. If you would like us to mail you the draft to a different mailing address, please confirm that address when you provide your final letter of direction.

As mentioned in the letter, **we require that you immediately remove all correspondences with Alterna, as well as Alterna employee members' names and information, from your website, which information was placed there without Alterna's consent or approval.**

I am looking forward to receiving your confirmation on the above.

Best regards,

Hadja Cherif
Member Experience Manager

From: Deirdre Moore <dw.cceh@outlook.com>
Sent: June 28, 2020 7:00 AM
To: Service - Solutions Centre <Solution.Centre@alterna.ca>

Cc: Patrick Leonard <Patrick.Leonard@alterna.ca>; Andee Sea Cae Jak <asc.jak@pfi.ROCKS>; jwhite@pfi.rocks

Subject: Pardon? || RE: Bizarre || RE: Pardon? || RE: Alterna requires a valid address on file

Mr. Cherif,

1. I asked you to close the account on the morning of Friday, June 26, 2020.
2. You e-mailed to me a letter stating that you are closing the account on the evening of Friday, June 26, 2020 claiming:
 - a. on the morning of Thursday, June 25, that you had attempted to courier attached letter to me but that it was returned and
 - b. that the reason for closing the account had something to do with *my* "behaviour".

Why does the letter which you allege was couriered to me and returned to you by June 25, 2020 have a date of June 26, 2020?

Why are you lying about my behaviour in an Alterna document when it is your behaviour and that of Patrick Leonard that should be questioned?

What, specifically, has motivated you and Mr. Leonard to deny me basic banking services and, then, fabricate a reason to close my account; defaming me in the process?

I look forward to your prompt reply.

From: Service - Solutions Centre <Solution.Centre@alterna.ca>

Sent: Friday, June 26, 2020 6:23 PM

To: Deirdre Moore <dw.cceh@outlook.com>

Cc: Service - Solutions Centre <Solution.Centre@alterna.ca>

Subject: RE: Bizarre || RE: Pardon? || RE: Alterna requires a valid address on file

Dear Deirdre,

At your request, I will email the letter via secured email.

Best regards,

Hadja Cherif

Member Experience Manager

From: Deirdre Moore <dw.cceh@outlook.com>

Sent: June 26, 2020 1:01 AM

To: Service - Solutions Centre <Solution.Centre@alterna.ca>

Subject: Bizarre || RE: Pardon? || RE: Alterna requires a valid address on file

Bizarre. When did you attempt to courier a letter to me?

I am currently travelling; however, I do not understand why Purolator could state that I have moved when I have not. If it is urgent, why don't you just send it to me by e-mail. If it is not urgent, perhaps you should try another courier.

PS. You cannot "mail me" ... you can mail "to" me: I am a bit of a stickler for grammar and attempt to educate people as I recognize their errors—I hope that you do not take offence.

PPS. In your next reply, would you please detail to me again the reasons why Alterna refuses to issue to me a debit card for my savings account: it seems that banking with Alterna is more trouble than it is worth.

From: Service - Solutions Centre <Solution.Centre@alterna.ca>
Sent: Thursday, June 25, 2020 4:30 PM
To: Deirdre Moore <dw.cceh@outlook.com>
Subject: RE: Pardon? || RE: Alterna requires a valid address on file

Dear Deirdre,

We attempted to deliver a letter to the address that we have on file which is: 215 Montreal Rd Ottawa K1L6C8 ON Canada

However we were unsuccessful as Purolator stated the receiver (you) has moved from that address.

Could you please kindly provide a mailing address so we can update your file accordingly and mail you the letter?

Best regards,

Hadja Cherif
Member Experience Manager

From: Deirdre Moore <dw.cceh@outlook.com>
Sent: June 25, 2020 4:06 PM
To: Service - Solutions Centre <Solution.Centre@alterna.ca>
Cc: Andee Sea Cae Jak <asc.jak@pfi.ROCKS>; jwhite@pfi.rock
Subject: Pardon? || RE: Alterna requires a valid address on file

Mr. Cherif,

1. What address do you have on file for me?
2. Why do you believe it to be invalid?
3. Why are you suddenly so interested in my address: do you intend to send to me a bank card for my SAVINGS account that I opened over SIX MONTHS AGO that has been adamantly refused by yourself (www.pfi.ROCKS/cherif/) and associate Patrick Leonard (www.pfi.ROCKS/leonard/)?

And  

And   Sea Cae Jak, BBA (formerly Deirdre Ann Moore)
President, SAQOTU Inc. II President, AdvisorOnTrack Inc.

Making Change Happen! at pfi.rock!

Coming Soon: a fully functional website with resources and support for victims

From: Service - Solutions Centre <Solution.Centre@alterna.ca>
Sent: Thursday, June 25, 2020 9:22 AM
To: dw.cceh@outlook.com
Cc: Service - Solutions Centre <Solution.Centre@alterna.ca>
Subject: Alterna requires a valid address on file
Importance: High

Dear Deirdre,

It appears that the address we have on file for you is no longer valid.

Could you please kindly confirm your address so we could update your file accordingly?

We are looking forward to your reply.

Best regards,

Hadja Cherif

Member Experience Manager