

October 6, 2021

Mr. [REDACTED], Board Chairperson District 3  
Mr. [REDACTED], District 2  
Mr. [REDACTED], Branch Manager, Lashburn & Marshall  
Ms. [REDACTED], Branch Manager, Marsden & Neilburg  
Ms. [REDACTED], Branch Manager, Macklin & Denzil

Dear Synergy Board Members and Management,

Re: Official Complaint Signed Oct 5, 2021 under Market Code; Act of Fraud and Dishonesty which occurred July 23, 2021

I am writing to you all today, because I received a recently altered/fraudulent document in response to one of my Accuracy Requests under PIPEDA 040428-03 from Synergy's Privacy Officer who is overseen by Glenn Stang, CEO. I have filed my complaint to the Board in order to bypass the Privacy Officer and Glenn Stang, in order for this to be investigated fairly and impartially.

I have included management, because I don't think you played any major role under my PIPEDA Accuracy requests. I also think that you are all experts in the administrative side of Synergy Credit Union to help assist the Board. I would like to ask that you review the information I have provided, point out your observations in regards to, if any, violations in which may have breached any statutory, regulatory, and internal requirements for good practice. I believe that you can be fair and impartial while providing constructive and necessary criticisms, if you find that Synergy may have failed to fulfill any of its contractual or legislative obligations in which a correction is required. You do not need to be skilled under the law or PIPEDA to provide your insights to the board in identifying any possible weaknesses in procedures, and to identify employee engagement, your input will be extremely helpful in the Board gaining a better idea with your procedural review.

I would appreciate communication only between yourselves until Mr Don [REDACTED] provides further direction. I do have a digital copy available for ease of reference. If you have any questions, do not hesitate to call, my number is 306-[REDACTED].

Your time is very much appreciated.

Trish Noble (McDonald)  
McWG  
Enclosure(s)