

Northern Credit Union - Arnprior

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Northern Credit Union - Arnprior

Northern Credit Union: Accessibility and Service Options in Arnprior, Ontario

Northern Credit Union, located in Arnprior, Ontario, offers various services designed to meet the needs of its diverse clientele. However, despite its accessible amenities and service options, recent customer feedback reveals a mixed experience with their overall service quality.

Accessibility Features

The **Northern Credit Union** prides itself on being an inclusive institution, offering several **accessibility options**. For those who require it, the facility features a **wheelchair-accessible car park** and a **wheelchair-accessible entrance**, making it easier for individuals with mobility challenges to access their financial services.

Service Options

Northern Credit Union provides a variety of **service options** for customers, including a convenient **drive-through** facility. This feature allows clients to conduct transactions without leaving their vehicle, which is particularly beneficial during inclement weather or for those with disabilities.

Customer Experiences

Despite the positive accessibility features, many customers have expressed concerns about the level of service they have received. Comments indicate that while some staff members are noted for their **fantastic service** and helpful nature, others have reported significant issues such as unreturned calls and delayed responses to emails.

One customer remarked, "Although we have had great rates and great service up until this year, the person who looked after our files for mortgage never calls back, never answers email, etc. Terrible service!" Such experiences have led some clients to consider taking their business elsewhere upon mortgage renewal.

Resolution and Management Response

Interestingly, some feedback has also highlighted the importance of managerial response. One customer noted that their situation improved only after posting a review, indicating that the management took corrective action following the feedback. This shows a potential willingness to address customer complaints, although the initial lack of response raises questions about the consistency of service.

Conclusion

While Northern Credit Union in Arnprior offers valuable accessibility features and a range of service options, the inconsistent customer service experiences shared by clients cannot be overlooked. Future improvements in communication and responsiveness will be vital for retaining and satisfying their client base. If you prioritize accessibility alongside detailed service, ensure to weigh these factors when choosing your banking partner.

The premises are located at

211 Madawaska Blvd, K7S 1S6 Arnprior, Ontario - Canada (CA)

The phone number of this **Bank** is +1613-623-3103

And if you want to send a WhatsApp, you can do so at +1613-623-3103

Our opening hours are:

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9:30?AM–5?PM
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Thursday
9:30?AM–5?PM
Friday
9:30?AM–5?PM
Saturday
9:30?AM–5?PM
Sunday
Closed

The website is Northern Credit Union

In case you want to alter any element that you think is incorrect concerning this portal, please send a message and we will fix it as soon as possible. Thank you in advance thanks for your cooperation.

Images



Northern credit union map



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Tags

Drive-through, Accessibility, Service options, Wheelchair-accessible entrance, Wheelchair-accessible car park

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