

## MEMBER VALUE PROGRAM (MVP) – FAQ

### 1. Who do I contact for more information?

CONTACT: **1-866-800-ARTS (2787)**

Extensions: **0-Member Service Centre, 1-Creative Arts Financial branch**

MONDAY-FRIDAY: 8 a.m.-8 p.m. SATURDAY: 8 a.m.-5 p.m.

Virtual appointments available

**Frank Manzo**, *Director*

416-642-6751

[Frank.Manzo@CreativeArtsFinancial.com](mailto:Frank.Manzo@CreativeArtsFinancial.com)

**Theresa Bell**, *Member Service Rep*

416-642-6752

[Theresa.Bell@CreativeArtsFinancial.com](mailto:Theresa.Bell@CreativeArtsFinancial.com)

### 2. I live outside of Ontario, can I join?

Unfortunately not at this time. Work is underway to be able to provide a Coast to Coast offering, but for now new Members onboarding must be residents of Ontario. Creative Arts Financial is primarily a digital offer and is accessible online or via the FirstOntario app 24/7, so we are there to serve you while working and visiting anywhere outside of Ontario.

### 3. Where can I get more information regarding products and services Creative Arts Financial offers?

Visit: <https://www.creativeartsfinancial.com/personal> or call Creative Arts Financial!

### 4. How long do I have to take advantage of this MVP offer to join?

This current MVP offer is available to **CWA Canada Members** until **October 31, 2021**. The plan is continue the MVP offer, however the discounts and benefits of the offer may change after October 31<sup>st</sup>.

### 5. I am already a member can I take advantage of the products offered under the MVP offer?

This current MVP offer is available ONLY for **CWA Canada Members** that are not already a Creative Arts Financial member. Please contact Creative Arts Financial to discuss what product/service you are interested to see what Creative Arts can offer you!

### 6. I am going to join, but can my parents take advantage of the MVP offer too?

This current MVP offer is available to **CWA Canada Members** and their family! Call Creative Arts Financial to request more information.