

Centre de services Desjardins Bedford - Bedford

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Financial Institution Centre: Desjardins Bedford - An Overview

Located in the heart of Bedford, Quebec, the ****Desjardins Bedford**** Financial Institution Centre aims to provide a range of financial services to its community. However, the mixed feedback from customers showcases both commendable features and significant areas for improvement.

Accessibility Features

One notable aspect of the ****Desjardins Bedford**** branch is its focus on

****accessibility****. The establishment boasts a ****wheelchair-accessible car park****, ensuring that clients with mobility challenges can conveniently reach the facility. Additionally, the ****wheelchair-accessible entrance**** further enhances the branch's commitment to accommodating all members of the community.

Customer Experiences

Despite positive accessibility elements, customer experiences have raised considerable concerns. One dissatisfied customer expressed extreme frustration, stating, "I'd love to give this place a 0 star but it won't let me!" This sentiment reflects broader issues regarding the bank's handling of transactions, particularly e-transfers, which many users found problematic. Clients have reported feeling sidelined when attempting to address fraud-related issues, as one review highlighted: "...the bank withdrew funds without looking at my evidence." Such incidents point to systemic flaws in customer service and complaint resolution processes.

Service Quality: A Mixed Bag

While there are mentions of ****friendly and understanding**** staff interactions, overall service quality appears inconsistent. Some customers appreciate on-site advisors, noting good service during in-person interactions. However, the shift of the call center to Montreal from Bedford has caused dissatisfaction among users who preferred local support. This operational change has led to complaints about the efficiency of service: "The service is rotten to the core." Moreover, the restriction on changing accounts, such as transitioning a youth account without a prior appointment, has frustrated clients looking for convenience.

Conclusion: Room for Improvement

In summary, the ****Desjardins Bedford**** Financial Institution Centre demonstrates a commitment to accessibility but faces significant challenges in customer service. The feedback indicates an urgent need for operational improvements, particularly in handling fraud cases and enhancing overall service efficiency. As the branch moves forward, prioritizing customer satisfaction and addressing these pressing issues will be crucial for rebuilding trust within the community.

Our establishment is located at

24 Rue Rivière, J0J 1A0 Bedford, Quebec - Canada (CA)

The phone of the mentioned **Financial institution** is +1450-293-5321
And if you want to send a WhatsApp, you can do so at +1450-293-5321

You can visit us at the following hours:

Day Hours
Monday
10?AM–4?PM
Tuesday
Closed
Wednesday
Closed
Thursday
Closed
Friday
10?AM–4?PM
Saturday
10?AM–4?PM
Sunday
10?AM–7?PM

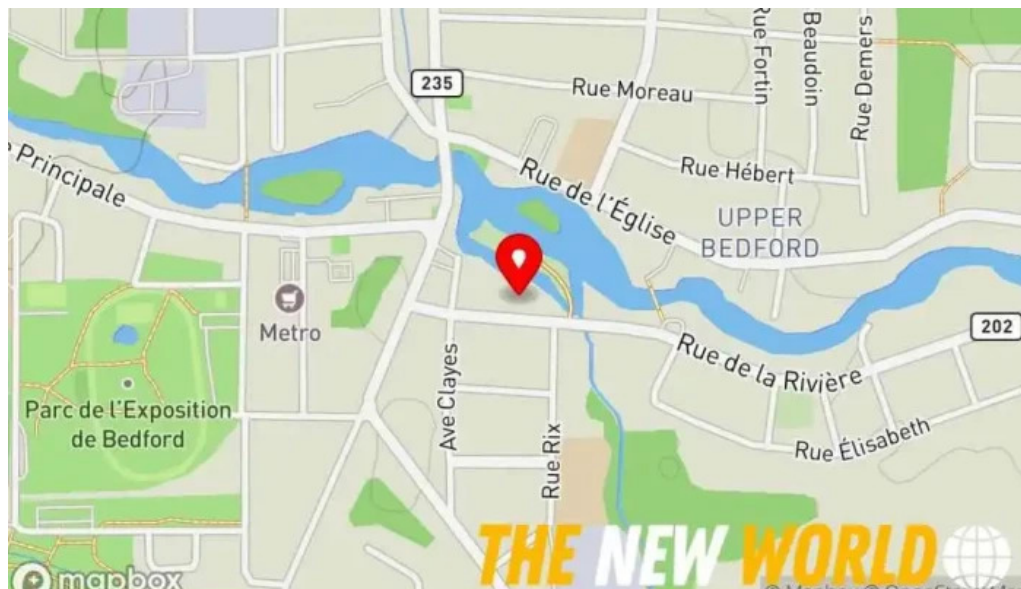
The website is [Centre de services Desjardins Bedford](#)

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Images



Centre de services desjardins bedford street view 360deg



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Tags

Wheelchair-accessible entrance, Wheelchair-accessible car park, Accessibility

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cabin rental agency
cable company
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candy store
cannabis store
canoe & kayak rental service
car manufacturer
car rental agency
car repair and maintenance service
car wash
career guidance service
caterer
cell phone store
certified public accountant
chamber of commerce
charity
chartered accountant
chicken restaurant

chiropractor
chocolate shop
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city or town hall
civil engineering company
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clothing store
coaching center
coffee shop
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community center
community health centre
company registry
computer accessories store
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computer repair service
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furniture store
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gas station
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general hospital
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home health care service
home improvement store
home inspector
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massage therapist
mechanic
mechanical contractor
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mediation service
medical center
medical clinic
medical laboratory
medical spa

meditation instructor
mental health clinic
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orchard
organic farm
osteopath
outdoor activity organiser
outdoor clothing and equipment shop
painter
paper store
paralegal services provider
park
party planner

paving contractor
permanent make-up clinic
personal injury attorney
personal trainer
pest control service
pet groomer
pharmaceutical company
pharmacy
phone repair service
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photographer
photography service
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physical therapist
physical therapy clinic
pizza restaurant
plumber
portrait studio
post office
powersports vehicle dealer
print shop
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public library
public relations firm
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