



Sunshine Coast
CREDIT UNION

MEMBER BULLETIN 2020

Together,

BETTER THAN EVER

NOTICE OF AGM

79TH ANNUAL
GENERAL MEETING OF
SUNSHINE COAST CREDIT UNION
TUESDAY, APRIL 21ST, 2020, 7:00 PM
RAVEN'S CRY THEATRE
5555 SUNSHINE COAST HWY
SECHELT, BC

INSIDE BULLETIN

- MESSAGE FROM THE CEO
- DIVIDEND PAYMENTS
- NEW SERVICES
- CALL FOR DIRECTOR NOMINATIONS
- CYBER SECURITY TIPS
- COMMUNITY IMPACT
- SAVING STRATEGIES

Together WE THRIVE



Sunshine Coast Credit Union Members;

Working together to build, enhance and protect your financial wellness is a privilege our members have entrusted to us, and once again, I want to express how grateful we are, and how personally we take this responsibility. You've also told us that your interests go beyond rates: making an impact in our community is important as well. You've helped us to leverage our members' deposits in ways that go well beyond an individual financial return, providing our members with the meaningful reward of a social return as well.

An example of this is *Keeping People Housed*, a local program that supports people working through a crisis to remain in their homes with the help of short-term interest-free loans. Created through our collaboration with Sunshine Coast Community Services Society and The Co-operators, you can learn more about *Keeping People Housed* on page 5 of this bulletin.

Through the combined strength of our members, employees, directors and partners, 2019 was a year of growth and innovation at Sunshine Coast Credit Union. As we kick off the New Year financially strong and emboldened by positive member survey results, we also recognize that we have work to do in modernizing our online services. The launch of our new digital platform last year provided us with the foundation for our new website, and will now set the stage for refreshing both our mobile app and online banking functionality. Tools to keep you in touch and in control of your finances.

You've given us excellent feedback on many of the new solutions we've delivered in the past year.

From extending our member service centre hours, adding Apple Pay™ to our line of personal and business credit cards, to enabling international money transfers from the comfort of your living room, we continuously strive to offer you the ultimate in convenience, access and control.

Our future calls for agility, speed and preparedness, and your voice is a critical element to achieving this. We'll be enhancing the ways in which we collaborate with members to develop solutions together, allowing us to improve and learn from you, so we can better deliver what you need.

Internally, we will continue to focus on building a culture of member-centric innovation, with the goal of rewarding your trust, and being your first-choice financial institution. This year, we were honoured to take the role of national project champion for two major credit union initiatives – our new, robust digital platform and international money transfers. You can learn more about these important projects here: www.sunshineccu.com/media.

A fresh new year is before us all, and we are excited to make the world a better place, financially and otherwise, for our members in 2020. We thank you for working with us, referring us and trusting us to support you in your journey. That is our reason for being. Wishing all a healthy and happy new year.



Shelley McDade
Chief Executive Officer

Dividend Payments

Dividend payments will be deposited directly into member accounts this month:

Class B Membership
Equity Share Dividend
2.00%

Class C Transaction
Equity Share Dividend
2.70%

Class D Voluntary
Equity Share Dividend
3.75%

**TOTAL TO BE PAID
TO MEMBERS
>\$100,000**

Class D Equity Shares offer a strong return, providing an opportunity to invest in you and your local financial institution.
Connect with us to learn more.



Chat: www.sunshineccu.com



604.740.2662

Simplify your life

WITH NEW & ENHANCED SERVICES



EARLY BIRD OR AFTER WORK ENJOY EXPANDED HOURS

Enjoy extended Member Service Centre hours Monday to Friday: 8:30am - 6:30pm (until 2pm on Saturday). Call, email or Live Chat; our advisors are ready to make the most of your time.



GETTING PAID & SAVING TIME WITH REQUEST MONEY AND AUTODEPOSIT

Request payments by email or text from friends and clients with INTERAC e-Transfer® Request Money feature. Save even more time by enrolling in Autodeposit, allowing you to skip the login process and direct incoming funds to deposit automatically into your preferred account.



SEND MORE MONEY AT ONE TIME

INTERAC e-Transfer® limits have increased. Send up to \$6,000 through a personal transfer and up to \$10,000 through a business transfer. Daily, weekly and monthly limits have increased too!



APPLE PAY™ ARRIVES

SCCU's full line of credit cards now offers Apple Pay. Skip the wallet and card and pay with your iPhone or Apple Watch. You'll complete your purchase quickly and securely while still earning eligible rewards.



SEND MONEY INTERNATIONALLY ANYTIME, FROM ANYWHERE

Now you can send money internationally from the comfort of your couch, through online banking. Enjoy the convenience of live rates and the confidence of knowing that your funds are deposited securely into your recipient's account.



EASY ACCESS MUTUAL FUNDS IN-BRANCH & MOBILE OPTIONS

Members can now enjoy access to mutual funds in-branch, or from the comfort of your own home. Choose a time and place that works best for you!

Eco home loans

If you are focused on decreasing your environmental footprint, we're here to help.

Special loan pricing for Solar Panels, Heat Pumps, on-demand Water Systems and Rainwater Catchment Systems.

Learn more: www.sunshineccu.com/eco

Limited time offer: Terms and conditions apply.



Bring out your best



CALL FOR 2020 DIRECTOR NOMINATIONS

BOARD OF DIRECTORS

John Wiseman
Chairperson

Richard Wilson
1st Vice Chairperson

Sue Anne Linde
2nd Vice Chairperson

Manjit Kang
Member at Large

Tim Anderson*

Betty Baxter*

Chris Fawcus

Cheryl McNicol*

* Terms expire at the 2020 Annual General Meeting

The Sunshine Coast is a community of such extraordinary quality that we know there are exceptional members out there who would add tremendously to our Board of Directors. Accountable to the general membership, Sunshine Coast Credit Union's Board of Directors works to guide the affairs of the credit union, and shape our member experience. Directors are a part of the communities we serve, and represent the evolving priorities of our members. The role is complex, engaging and rewarding on multiple levels, as it involves strategic oversight, governance and financial management. Directors prepare for and attend meetings, engage in continued education and professional development and are required to attend events and planning sessions.

To ensure the Board's culture and make up reflects the communities we serve, we strive to represent diversity in background, experience and gender. A mix of skills and expertise is desired, and prospective candidates are assessed against those areas the Board is looking to strengthen. In addition to desired areas of expertise, core competencies such as strategic thinking, leadership and capacity for succession are required.

The terms of three directors will expire at the 2020 Annual General Meeting (AGM). Sunshine Coast Credit Union's Rules require that certain criteria and procedures must be met during the nomination and election process. For details regarding election of directors, directors' responsibilities and the credit union's rules regarding nominations, contact Marisa Hudson, Executive Coordinator at 604.740.2662 or visit our website at www.sunshineccu.com. To be eligible to vote in an election, you must be a non-junior member in good standing 90 days prior to the election.

Nominations for qualified candidates for Sunshine Coast Credit Union's 2020 Board of Directors will be accepted beginning January 20th, 2020 at the Administration Office: 985 Gibsons Way, Gibsons, BC, V0N 1V8. Nominations will close at 5:00pm on February 20th, 2020.

BE CYBER SECURE: TOP TIPS PROTECTING YOUR ONLINE SECURITY, TOGETHER

Online security is everyone's responsibility, and when we work together, we are stronger. Here are some important tips to consider, because when it comes to protecting yourself, knowledge truly is power. For more tips on how to identify and report fraud, visit us online: www.sunshineccu.com/security

- 1 Protect your devices by installing and keeping your anti-virus software up to date.
- 2 Change your passwords often and don't use easily guessed information or sequences for online banking passwords or INTERAC e-Transfer® security questions.
- 3 Be aware of phishing emails. Fraudsters make it very difficult to tell the difference between a real email and one that is designed to trick you. Do not open unexpected emails or click on suspicious links.
- 4 Disable automatic password-save features, especially for sites that contain confidential and personal information such as online banking.
- 5 Do not feel pressured by emails or calls that ask you to take action immediately to prevent or obtain something. Urgency is a tactic fraudsters use to their advantage.
- 6 Login to online banking and choose to receive Mobile Security Alerts to your phone or email. You will be notified of real-time activity occurring within online banking.

We're Committed to Keeping you Safe.

We will continue to deliver best-in-class security features to our members. If you believe your personal or financial information has been compromised, please advise us immediately: cybersecurity@sunshineccu.net | 604.740.2662 | Visit a branch



PITCH PERFECT

Venture Young Leaders hit it out of the park

What do you get when you combine four young leaders, a whirlwind of social buzz and the brilliance of eight passionate local entrepreneurs? A fantastic community event showcasing talent, ideas and impact right here on the Coast.

With the goal of engaging social impact oriented entrepreneurs, SCCU's Venture Young Leaders group planned and launched PITCH. Eight presenters representing a wide variety of impact were selected to pitch their idea for a chance to win \$5,000 to put toward their business dream. From a panel of local judges who were impressed by all participants, Ginger Jars emerged as the winner; a company that collects bruised, misshapen and perfectly ripe products from local grocers and turns them into delicious soups, sauces and marinades. We thank and congratulate all of the pitchers for their originality and passion! Learn more about these local entrepreneurs and the impact they are making in our communities:

www.sunshineccu.com/pitch

Venture Young Leaders (l-r) Miranda Beall, Kelsey Dunn, Alan Wheller and Melissa Enyedy present the prize to Stephanie Heins and Tim Bedford (center) from Ginger Jars.



KEEPING PEOPLE HOUSED

Social Impact Spotlight

Housing security is important to our health and well-being. SCCU, Sunshine Coast Community Services Society and The Co-operators created *Keeping People Housed* (KPH), a program to help people in crisis remain in their home with the help of a short-term, interest-free loan for rent or utilities. To date, the program has generated over 80 inquiries and provided 12 loans, keeping families securely housed through crisis. "What is so important about this program is that it's more than just a loan," Program Manager Carey Rumba commented. "With the financial and in kind sponsorship from the credit union and The Co-operators, our program coordinator supports clients, approved for the loan or not, to provide them with the right information at the right time – whether that's a referral to another program or budgeting skills. While a loan is a critical short term solution, clients are also gaining access to resources and skills needed for the long term."

"It just helped with peace of mind; it helped me get out of this rut. This in-between place where there was no support for someone in my situation. It was so tricky. I just felt like there was nowhere else to turn at that point. I had gone down every road that I possibly knew of."

— KPH Loan recipient

"This program has helped me to be able to budget a lot better. Being able to have that money in the account has actually improved my budgeting, which is something I was never good at. So I am actually pretty proud of how far I have come."

— KPH Loan recipient

Learn more: www.sccss.ca

ACCELERATING *Social Impact,* ONE ENTREPRENEUR AT A TIME

Are you an entrepreneur creating positive social impact? We have expert business advisors and dedicated impact loan funds to help make your dream a reality. Connect with us today!

Terms and conditions apply; limited time offer.



FINANCIAL WELLNESS FOCUS:

The Season for Saving

It's never too early nor too late to start saving. Check out our quick tips below and visit us online for more: www.sunshineccu.com/learn

AUTOMATE YOUR SAVINGS (AND TAKE IMPULSE SPENDING OUT OF THE EQUATION!)

One of the easiest ways to save is to automate it. Whether you're putting money aside for an emergency savings fund, retirement, or you have aspirations to launch your own business, saving is key. Set up a recurring transfer into your savings account, so when payday arrives, you're already one step ahead.

STAGGER YOUR INVESTMENTS

This is a great way to add flexibility to your investments. Laddering your term deposits is a simple, risk-free way to maximize your return, without locking all of your funds into a single long-term investment. You can customize the amount, and have access to the funds each year or when you need them.

PRIORITIZE HIGH-INTEREST DEBT (KNOCK OFF THE BIG ONES FIRST)

Part of building wealth is also managing debt responsibly. Prioritize your highest interest rates first. Rank all of your debt in order of interest rate, from highest to lowest. Then, prioritize the payments, while still paying the minimum on all of your debts. You'll pay less over the lifespan of your loans, and you'll be able to reach your financial (and life) goals faster.

Count on us to get you started.

Take advantage of free access to expert advisors and tools focused on building, enhancing and protecting your financial wellness. We invite you to connect with us at a time and place that works best for you: in-branch, in your home, via online chat or by phone. All you have to do is let us help you get started!

SAVINGS STRATEGIES • MUTUAL FUNDS • RRRSP • TFSA • SOCIALLY RESPONSIBLE INVESTMENTS
WEALTH MANAGEMENT • ONLINE TRADING • ONLINE INVESTING

DO YOU EARN INTEREST? *A message from Revenue Canada:*

If you earn interest, the Income Tax Act requires that you provide your Social Insurance Number (SIN) to your financial institution. If we do not have your SIN, please call your branch with the information.

FIRE INSURANCE

Under the terms and conditions of your mortgage and/or chattel lien (a common form of auto loan), you are required to maintain insurance to the full insurable value of your property and/or chattels with loss, if any, payable to Sunshine Coast Credit Union as our interest may appear. A copy of the policy suitably endorsed must be furnished to the credit union whenever a coverage is changed or renewed.

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In-branch mutual funds are offered through Qtrade Asset Management Inc.

Online brokerage services are offered through Qtrade Investor, a division of Credential Qtrade Securities Inc., member of the Canadian Investor Protection Fund.



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www.RhizaCapital.com

Rhiza Capital is a joint initiative between Community Futures Sunshine Coast, Sunshine Coast Credit Union and Powell River Community Investment Corporation. Rhiza Capital supports and invests in community-based businesses.



SunCu Financial Services Inc.

A subsidiary of Sunshine Coast Credit Union

SunCu Financial Services Inc. is a subsidiary of Sunshine Coast Credit Union, offering wealth management services to members and clients.



the co-operators

A Better Place For You®

Sunshine Coast Insurances Services Inc. is an insurance agency jointly owned by Sunshine Coast Credit Union and Co-operators Insurance Agencies Limited. The Co-operators® used by Co-operators General Insurance Company under license from The Co-operators Group Limited.



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