



Sunshine Coast
CREDIT UNION

MEMBER BULLETIN 2021

CONSISTENT VALUES

New Ideas

80 YEARS STRONG

NOTICE OF AGM

80TH ANNUAL GENERAL MEETING OF
SUNSHINE COAST CREDIT UNION
APRIL 27TH, 2021, 6PM

PRE-REGISTER FOR OUR VIRTUAL AGM:
604.740.2662
INQUIRIES@SUNSHINECCU.NET

INSIDE BULLETIN

- MESSAGE FROM THE CEO
- DIVIDEND PAYMENTS
- NEW SERVICES
- CALL FOR DIRECTOR NOMINATIONS
- ONLINE SECURITY
- COMMUNITY IMPACT
- FINANCIAL WELLNESS

Our Strength is Our Purpose

OUR PURPOSE IS YOU

Message from the CEO

This past year was unique, trying, and in many ways, inspiring. While no one predicted the events that unfolded in 2020, we could not be more grateful to our members, employees, board of directors and community partners for their patience, courage and camaraderie during this time. While difficult, the pandemic also gave us all a gift: the gift of re-evaluation.

Re-evaluation allows us to embrace what is most important, while letting other things go. We went through this process as an organization, assessing our vision and our reason for being. What we found was an affirmation. An affirmation that building collective financial resiliency and creating positive social impact in our communities has actually never been more important, nor more needed. We are more confident than ever that a commitment to people first will forever be the better business model. For our members, that means partnering with you on your journey to true and sustainable financial wellness. For our communities, that means purposefully contributing in ways that will change people's lives over the long term.

We cannot do this alone. Members who choose us as their main financial institution are the reason why a cooperative business model works so effectively. We're trusted to securely pool more than 17,000 members' deposits, and to leverage those funds in ways individuals couldn't typically accomplish on their own. Your money is lent out to local impact entrepreneurs, start up businesses and families purchasing their first home. But your money works even harder than that – profits are then invested back into people, technology and tools dedicated to your financial wellness. Profits are also invested in making the community where you live, better – with important initiatives such as affordable housing, mental health resources, and care for seniors. Investing in you and your community means a healthier Sunshine Coast for each and every one of us.

Member support combined with solid asset management, and our amazingly agile team of employees has allowed us not only to maintain a strong financial position this past year, but empowered us to launch important new services for our members. We embraced the opportunity to truly give back to our community in a time of need. Our thanks go out to each and every one of our members and employees for your trust and loyalty. We dedicate this year to you.

A fresh new year is upon us now and we are approaching our 80th year with anticipation and excitement. We'll soon be launching new mobile and online banking platforms; delivering innovative digital insurance solutions through our Pender Harbour branch; leveraging technology for a more personalized member experience; and announcing a new partnership with the Canadian Centre for Diversity and Inclusion.

As always, members continue to be at the center of all that we do. If finances are impacting your ability to reach your goals, please connect with us. Your financial wellness is our reason for being, and there are more than ninety local people right here in your corner, ready to support you on your financial journey.

Wishing you and yours a healthy, safe and abundant 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
1.80%

Class C Transaction
Equity Share Dividend
2.60%

Class D Voluntary
Equity Share Dividend
3.00%

**TOTAL TO BE PAID
TO MEMBERS
>\$80,000**

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

Banking Remotely has Never Been Easier

COMBINING DIGITAL CONVENIENCE WITH HUMAN CONNECTION

While recent events may have been the catalyst for the widespread adoption of digital tools, members are discovering just how convenient banking in your slippers can be. We also know that being able to connect with a real live person is something you strongly value. With safety being a number one priority, we are pleased to offer our members the convenience of banking remotely, with the opportunity to maintain a human connection.



BANK REMOTELY WITH OUR DEDICATED ADVISORY TEAM MEMBER SERVICE CENTRE

If you're not quite ready to make the leap to mobile banking, and are looking for a safe way to complete your transactions, our Member Service Centre (MSC) was built with you in mind! Call or chat securely to our MSC advisors; they're ready to help you pay bills, transfer money, provide advice and refer you to our experts as you need them.

Not sure who to call? Start with our MSC and we'll make sure your needs are met promptly and attentively.



ACCOMPLISH YOUR PRIORITIES QUICKLY, SAFELY & SECURELY DIGITAL APPOINTMENTS

Purchasing a new home, planning for the kids' education, leveraging savings and investments. The most efficient way to tick off your financial to-do list is to book an online meeting with an SCCU advisor. Visit our website to select an advisor, date, and time, and we'll connect with you by phone or video conference – the choice is yours.



TRANSACTION ANYTIME, ANYWHERE ONLINE BANKING

Transacting online is the most convenient way to bank anytime and from anywhere, and now we've made it even better. You can now integrate your Collabria Visa® credit card into your online banking experience, streamlining access to your transactional information (simply select *Manage Partner Accounts* while logged into your account). You will now also find your tax slips housed within online banking, providing timely and easy access (simply choose *View e-Documents*).



PROTECT AGAINST FRAUD MOBILE ALERTS

Add an extra layer of confidence to online banking with Mobile Alerts. By activating alerts, you will receive an immediate email or text when certain activities occur: logins; password changes; new payee added; account lock-out and more. To activate, choose *Messages and Alerts* within online banking.

Opt-in to Electronic Communications

A CONVENIENT AND ENVIRONMENTALLY-CONSCIOUS CHOICE



FASTER THAN MAIL E-STATEMENTS

If you are still receiving this Member Bulletin in print with your statement, please consider opting in to e-Statements. Convenient and better for the environment, you can access your monthly statement through online banking faster than receiving it by mail, plus you'll benefit from a 7-year archive of content.

Call us at 604.740.2662; we'll set you up and provide a full-feature demonstration.



CONVENIENT ACCESS ONLINE TAX SLIPS

All members can now conveniently access their Tax Slips online instead of waiting for mailed copies. Choose *e-Documents* in online banking to access your slips, and be sure to call us today to opt out of receiving mailed copies.



GREENER OPTIONS DIGITAL ANNUAL REPORT

Regulations now allow us to provide a digital annual report to members who have an email address on file with us. To choose this greener option, please ensure we have your current email address on file by calling us, or updating your contact information through your online banking.



sunshinecoastcreditunion



@sunshineccu



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Bring Out Your Best



CALL FOR 2021 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 2021
Annual General Meeting

Accountable to membership, Sunshine Coast Credit Union's Board of Directors works to guide the affairs of the credit union, and shape our members' experience. Directors are a part of the communities we serve, and represent the evolving priorities of our members.

There is a tremendous depth of experience and talent on the Sunshine Coast and we are pleased to attract strong, knowledgeable directors to guide your credit union. The role is complex and rewarding on multiple levels. It involves strategic oversight, governance and financial management. Throughout the year, Directors prepare for and attend meetings, engage in continued education and professional development and are required to attend events and planning sessions. We believe a strong Board is a diverse Board. We strive to ensure the Board's culture and make up reflects the communities we serve. A mix of skills and expertise is also 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 2021 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, Corporate Secretary at 604.741.1753 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 2021 Board of Directors will be accepted beginning January 18th 2021 at the Administration Office: 985 Gibsons Way, Gibsons, BC, V0N 1V8. Nominations will close at 5pm February 19th 2021.

ONLINE SECURITY AND FRAUD

PRO TIPS FOR PEACE OF MIND

When it comes to online security, we all have a significant role to play. We take security seriously and have best-in-class solutions in place for your protection. To bolster that protection even further, we need your help.

Here are six tips to keep in mind while online.

- 1 Social media can be a great way to connect, however, be wary of sharing too much information through these channels. That fun quiz may actually be a way of uncovering answers to your online security questions.
- 2 Use passwords that are not easily guessed with a mix of characters, upper and lower case letters, numbers and symbols. Change your passwords often and never share it with others.
- 3 Never share personal information through non-secure email or text; be wary if you receive this type of request from anyone, including what may appear to be your financial institution.
- 4 Make sure you have anti-virus software installed and keep your operating system up to date.
- 5 Check your banking activity for unusual transactions, and set up Mobile Alerts so you are notified when log-ins occur or new payees are added to your online banking profile.
- 6 Check out the Government of Canada's Anti-Fraud Centre website and become familiar with past and current scams that may be surfacing in our community.

Your security is our priority.

Contact us immediately if you think your personal or financial information has been compromised; we're here to help.

cybersecurity@sunshineccu.net or 604 740.2662 (After Hours: 1 877.801.9069)

\$500,000

INVESTED IN COMMUNITY RESILIENCY

Sunshine Coast Credit Union was born in and from a difficult time, back in 1941 – the early years following the Great Depression. Then as now, neighbours came together to invest in one another through our credit union, depositing their funds with us so that other Coasters could borrow to build their homes, livelihood and businesses. A social fabric of support grew out of compassion and concern for our fellow citizens, and became what is quintessentially Canadian: a ribbon of common purpose uniting us all. Eighty years later, we are inspired by how our community has once again come together to support one another in a different but still difficult time.

Below we are proud to share some examples of initiatives and collaborations we participated in recently, on behalf of our members.



Fees Waived

Member support



Coast Economic Forum

3 expert speakers



Business Resiliency Program

80+ Participants



Business Grants

\$200,000



Shop Local Initiatives

Local business support



REBUILDER Term Deposits

\$9 Million Invested



Financial Literacy

150+ attendees



Community Support

\$225,000+



Loan Payment Solutions

650+ flexible solutions



SCCU COMMUNITY COLLABORATIONS



Persephone
DELIVERING A COMMITMENT

Keeping seniors safe with free grocery deliveries



SECHELT HOSPITAL
FOUNDATION

Making mental health resources accessible with MedTalks LiveStream events



SUNSHINE COAST
BUSINESS RECOVERY CENTRE

Encouraging shop local and supporting small business



A Better Place For You®



Sunshine Coast
Community Services

Keeping people housed with no-interest loans for rent

Need a Boost

TAKE A FEW MOMENTS TO CHECK OUT THESE FANTASTIC EMPOWERING LOCAL RESOURCES!

Build your Financial Wellness

Discover your Financial Wellness Score and check out our resources. www.sunshineccu.com/LEARN

Boost your Resiliency

Watch MedTalks recordings hosted by local mental health professionals. www.sechelthospitalfoundation.org

Support Local

Visit and shop for gift cards online at your favourite local shop. www.SupportLocalBC.com

Get Inspired

See how 30+ local entrepreneurs pivoted, while keeping us safe. www.sunshineccu.com/REBUILD

Reinvent your Business

Access resources to support your business pivot. www.sunshineccu.com/REINVENTION

See the Good

Listen in as Central 1's Chief Economist Helmut Pastrick provides an update. www.sunshineccu.com/REBOUND



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Financial Wellness

TRENDS AND TIPS WITH ADVISORS HOLLY AND KARLY



Holly McCrone - Mobile Financial Advisor
604 989.5652

"The pandemic has affected everyone uniquely. One trend we're seeing today is an increase in lending for home renovations. People are requiring a private and efficient home workspace. Others I speak to are struggling with financial decisions, employment, or the health of their small business. Whatever your unique situation, we will absolutely be able to help. Let's connect and review your budget. We'll find areas to cut costs, consolidate debt, and start a savings plan. Another area that I believe is important to explore is insurance. Are you covered for disability and loss of employment on your debts? If you're making changes to your home, have you confirmed liability insurance coverage with your contractor prior to the start of the project? After the renovation is complete and you've added value to your home, you'll also want to ensure your home coverage limits are still applicable. And finally, if you're a business owner, you may require additional insurance when bringing your workplace into the home. I recommend a quick check with our friends at The Co-operators, to ensure peace of mind."

TIMES OF GREAT CHANGE GIVE US THE OPPORTUNITY TO RE-ASSESS OUR FINANCIAL PLANS AND CHOICES.

Get your Financial Health Score in minutes online and share it with us to receive a personalized approach to your financial wellness journey. We're here to help.



CHECK YOUR FINANCIAL HEALTH
WWW.SCCU-WELLNESS.CA



Karly Elliott - Mobile Financial Advisor
604 740.2089

"While the Canadian savings rate has increased overall since the beginning of the pandemic, I think this is an absolutely perfect time to set up and contribute to an Emergency Savings account. If you do have some savings, allocate part of this to a separate account and be sure to add an automatic transfer from your chequing account into the savings account each paycheque. In no time, you'll have put enough money in your emergency account to provide you with peace of mind for future unforeseen events. One final tip – you may be using your credit card more often these days, online and for contactless payments. Now is a great time to compare your current card with the rates, rewards and benefits we offer through our line of credit cards. One of my favorite perks is the Mobile Device Insurance - coverage if your phone is lost, stolen, or damaged – game-changer!"

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.

*Trademark of Visa Int., used under license. The Collabria Visa Card is issued by Collabria Financial Services Inc. pursuant to a license from Visa.

Insurance services provided by Sunshine Coast Insurance Services Inc., 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.



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



Sunshine Coast Insurance 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.



Chat: www.sunshineccu.com



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