



Sunshine Coast
CREDIT UNION

MEMBER BULLETIN 2022



Connected

WITH PURPOSE

NOTICE OF AGM

81ST ANNUAL GENERAL MEETING OF
SUNSHINE COAST CREDIT UNION
APRIL 26TH, 2022, 6PM

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

INSIDE BULLETIN

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- DIVIDEND PAYMENTS
- BANKING MADE EASY
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- CALL FOR DIRECTOR NOMINATIONS
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Message FROM THE CEO

Greetings one and all. I am once again honoured to share with you some of your credit union's priorities, which are a reflection of our members' evolving needs and wishes. While we continue to respond nimbly to changes occurring both globally and locally, our commitment to you remains evergreen: to enrich lives and the community where our members live and work.

Convenient Service; Valuable Expertise. Delivering successfully for our members means building experiences that truly hit the mark – both in person and online. While we are seeing a shift to digital channels for transactional services, we also know that most still rely on a human connection and expertise when making those big financial decisions. With this in mind, our service model continues to evolve to ensure no matter how you choose to connect with us, it will be convenient, timely and a valuable interaction. As an example, our remote Member Service Centre (MSC) was designed to be a one-stop-shop for your financial needs – from helping members pay a bill safely from home, to seamlessly connecting you to a financial planner. If you crave the convenience of remote service but prefer a more personalized approach to banking, our MSC was made for you. Connect with us during our extended hours by phone, email or chat.

Online Security. Security is top of mind at SCCU and we know it's important to you too. Just as fraudsters continue to evolve their methods, your credit union will continue to implement best in class tools and technology for your protection. Watch for more information coming your way soon about our next enhancement, and visit us online for tips to boost your fraud awareness and prevention skills.

Financial Strength with Purpose. It is through your support and strong financial management that SCCU continues to be a top-tier BC credit union in terms of financial strength. This success safeguards our ability to enhance our service and deliver new products your way. At the same time, it also empowers us to leverage our collective strength with purpose, contributing to the economic, social and environmental well-being of the communities we serve. Recent events have reminded us just how interconnected we all are, and that the health of a community impacts each of us as individuals and the generations that follow. With this in mind, we are determined now more than ever, to play a leadership role in creating a secure foundation for all.

Interconnected Goals. We are re-imagining what it means to be a purpose-driven organization in today's world. Doing right as an organization is surely part of it. But how might our products and services evolve to empower you to achieve both the financial and the impact goals that are most important to you; housing security, diversity, equity and inclusion, climate action, mental health, just to name a few. What if the path to your own personal financial wellness also meant you were making a measurable difference in the world around you and yours?

Impact goals like the ones above aren't achieved in the short term, nor can they be accomplished alone. These are long term commitments that require contributions from many. As a co-operative financial institution, we have a long history of creating positive impact in the communities we serve. And we're ready to evolve in an even more impactful way, together with you. While the canvas is still being primed, surely we all have a notion of what we want our world to look like in 5, 10 or even 20 years. Today's challenge is that we can't wait until that vision is crystal clear before we start; we must embark on the next evolution of our impact journey without the luxury of a detailed roadmap, or a full picture of the end game. With urgency at hand, our intention is less about being perfect or knowing precisely how we will get there. Instead, our intention is to simply begin, to evolve and to learn along the way.

If choosing a purpose-driven organization is aligned with your values, then we ask for your continued advocacy and invite you to join us on the journey. Refer friends and family our way, think of us first for your financial needs, and connect with us through our new Impact Member Panel (read more on page 5). Our vision for the future relies on a momentum only achieved when we act together. Thank you to all of our members for your support and trust, our employees for your passion, and to our board of directors for your stewardship. **I wish you all the very best in the 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
1.15%

Class C Transaction
Equity Share Dividend
2.00%

Class D Voluntary
Equity Share Dividend
2.50%

Total to be paid
to members:
>\$60,000

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

Out-of-the-Branch Thinking:

EVERYTHING AT YOUR FINANCIAL FINGERTIPS.

Work smarter. Retire better. Leisure more comfortably. We're here to help you achieve your goals. Sometimes, the greatest gift is simply time. For that reason, we've invested in the people and technology to meet you exactly where you are.



Make a Transaction

Call or chat with representatives in our Member Service Centre

- ✓ Account Inquiries
- ✓ Bill Payments
- ✓ Transfers
- ✓ Open Accounts
- ✓ Online Banking Help
- ✓ Ask a Money Question

Call: 604.740.2662
Chat: www.sunshineccu.com

Self-Serve Online

Log in through desktop or mobile app

- ✓ Account Balances
- ✓ Bill Payments
- ✓ Transfers
- ✓ Deposit Cheques
- ✓ Open Accounts
- ✓ Add Credit Card
- ✓ View E-Statements
- ✓ Activate Security Alerts
- ✓ Access Tax Slips

Download the App:
www.sunshineccu.com/MobileApp

Access Financial Advice

Book a phone appointment with an advisor

- ✓ Investments
- ✓ Lending
- ✓ Open Accounts
- ✓ Business Banking
- ✓ Estates

Choose your advisor and book your appointment online in minutes:
www.sunshineccu.com/Contact

ENHANCEMENTS TO ONLINE SECURITY & PROTECTION AGAINST FRAUD

We take online security seriously. As part of our commitment to continually seek and implement enhancements to security as they become available, SCCU will launch 2-Step Verification soon.

A quick primer on 2-Step Verification.

This is a highly effective security protocol that is layered into your online login process. As part of the login process, you will enter an automatically generated verification code, sent separately through text and/or email (your choice). To ensure your security, all members are asked to enrol in 2-Step Verification. After that initial enrolment, you will only be prompted with this additional step if the login attempt appears to be unusual.

Visit us online or in-branch to learn more about 2-Step Verification and to access fraud prevention resources: www.sunshineccu.com/Security-Privacy

Your security is our priority.

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

604 740.2662

Outside of Regular Hours:
1.877.801.9069

Digital Banking Convenience

LEVERAGE YOUR ONLINE ADVANTAGES

We offer multiple ways to get what you need done quickly, and conveniently. Log into online banking and try out these top 5 time-saving services!

1 Manage your Credit Card within Online Banking

Members holding a Collabria Visa* credit card can link their credit card in minutes within online banking.

Time saver: review transactions and make payments without additional sign-in requirements.

2 Increase your Online Security

Activating Mobile Alerts means you will receive a text or email when there is activity on your account, including attempted logins, password change, new INTERAC e-Transfer® recipients and account lock-outs.

Time saver: catch any unanticipated activity instantly.

3 View Tax Slips Online

All members can conveniently access their tax slips online instead of waiting for mailed copies. Just choose *e-Documents* in online banking to access your slips.

Time saver: no more waiting for mailed copies.

4 Deposit Cheques through your Phone

More convenient than a trip to the branch or ATM, take a photo of your cheque and deposit the funds digitally through online banking.

Time saver: no driving (or traffic).

5 Send money within Canada and Internationally

INTERAC e-Transfers® are a quick and easy way to transfer money to friends and family within Canada. We also have you covered if you need to send funds internationally.

Time saver: send money instantly, wherever you happen to be.

CALL FOR 2022 DIRECTOR NOMINATIONS

BOARD OF DIRECTORS

John Wiseman
Chairperson

Richard Wilson*
1st Vice Chairperson

Sue Anne Linde
2nd Vice Chairperson

Manjit Kang*
Member at Large

Betty Baxter

Alaya Boisvert*

Geoff Gornall*

Allison James*

Cheryl McNicol

Accountable to membership and representing the priorities of our members, Sunshine Coast Credit Union's directors guide the affairs of the credit union and shape our members' experience.

A dynamic, complex and challenging role, the role of director requires knowledgeable, passionate individuals that take an active interest and accountability in strategic oversight, governance, risk management, and financial management of the credit union. Directors are expected to prepare for, attend, and engage actively in meetings, events, planning sessions, continued education and professional development.

Diversity on all levels is an important element of an effective board, while it also ensures we are reflective of the communities we serve.

A blend of expertise and skills is desired and prospective candidates are assessed against those areas the board is looking to strengthen. In addition to specific areas of expertise, core competencies such as strategic thinking, leadership and capacity for succession are required.

The terms of five directors will expire at the 2022 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 **604.740.2662** 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 2022 Board of Directors will be accepted beginning January 17th 2022 at the Administration Office: 985 Gibsons Way, Gibsons, BC, V0N 1V8. Nominations will close at 5pm February 18th 2022.

*Terms expire at the 2022 Annual General Meeting

Impact Evolution

ESG - ENVIRONMENTAL SOCIAL GOVERNANCE - AT SCCU

Many of us are now familiar with the term ESG – referring to the increased emphasis organizations now place on their environmental, social and governance responsibilities and outcomes. ESG has become a mainstream measuring stick for progressive organizations everywhere, as societal expectations have changed and demanded more on these important issues.

We are proud to have been a leader in practicing the core tenets of ESG for the past 80 years. We'll continue to evolve this commitment to meet the needs of our members today, and tomorrow.

PRE-2020



- Contributes 3% of net operating income to community initiatives annually
- Includes Social Impact as one of SCCU's three Strategic Pillars
- Co-launches Rhiza Capital, connecting capital to impact ventures
- Launches Eco Home Loans
- Launches Impactful Term Deposit
- Co-sponsors of Coast Car Co-op's Hybrid Vehicle
- Delivers Financial Literacy Workshops in community and schools

2020



- Aligns to Sustainable Development Goals
- Contributes \$200,000 in Business Grants; \$50,000 to mental health; \$50,000 to affordable housing
- Becomes Employer Partner to Canadian Centre for Diversity and Inclusion
- Launches online Financial Wellness Assessment

2021



- Attains Climate Smart Certification
- Participates in: Climate Disclosure Working Group, United in Sustainability Credit Union Summit, and Impact Investing Challenge
- Establishes ESG Committees at Board and Executive Levels



Sunshine Coast Credit Union Supports Sustainable Development Goals

To support our journey, we are aligning our efforts with the Sustainable Development Goals, a collection of 17 interlinked goals designed to meet the urgent need for improving the quality of life globally by 2030. We're answering the call for all businesses to re-evaluate their own practices and implement strategies to reach these goals. As a start, we're focusing in on 6 of the 17: Good Health and Well-Being, Quality Education, Decent Work and Economic Growth, Reduced Inequalities, Sustainable Cities and Communities and Climate Action. Check out the examples below.



MAKE MENTAL HEALTH MAINSTREAM

We proudly support Sechelt Hospital Foundation's important work in delivering MedTalks to the community. A health and wellness educational series, recent topics have focused on building collective resilience as we navigate the pandemic.

Listen to recorded MedTalks
www.sechelthospitalfoundation.org



EVERYONE LOVES A WIN/WIN!

We're teaming up with our friends at Sunshine Coast Community Services to build financial wellness and affordable housing. Take our online assessment, receive valuable resources and feel your heart warm as \$50 is dedicated to affordable housing on the Coast!

Activate a \$50 donation:
www.sccu-wellness.ca



THE TIME IS NOW

Recently Climate Smart certified, SCCU has joined a network of other forward-thinking industry leaders committed to making environmental stewardship and financial prosperity two sides of the same coin.

Join Us!
www.climatesmartbusiness.com

FIND OUT MORE: www.sunshineccu.com/Impact/SDG

MEMBER PANEL - IMPACT

Whether you are a long-time supporter of all things impact, or completely new to the topic, we invite you to join our IMPACT Member Panel. From time to time, we will engage with the panel to understand your perspectives when it comes to our Environmental, Social and Governance journey.



IF INTERESTED - CONNECT AT:
inquiries@sunshineccu.net



[sunshinecoastcreditunion](https://www.facebook.com/sunshinecoastcreditunion)



[@sunshineccu](https://www.instagram.com/@sunshineccu)



[@SunshineCoastCreditUnion](https://www.linkedin.com/company/@SunshineCoastCreditUnion)

Financial Wellness

A JOURNEY OF MANY STEPS AND TURNS

A FRESH START

Whether you're new to money management or a practiced hand, a restart and professional advice can provide a fantastic springboard on your journey to financial wellness. Why not take an opportunity to nestle in, grab a hot cup of tea, and invest the next 30 minutes in you?

www.sunshineccu.com/Fresh-Start



Watch our Video

14 MINUTES

Budgeting for the financial win!



Read the Article

3 MINUTES

Saving more money is easier than you think.



Activate Security Alerts

3 MINUTES

Online security and fraud awareness is power.



Take the Financial Wellness Assessment

7 MINUTES

Knowing where you stand is a fantastic start.



Book your Appointment

3 MINUTES

Book a no strings, fresh look at your finances.

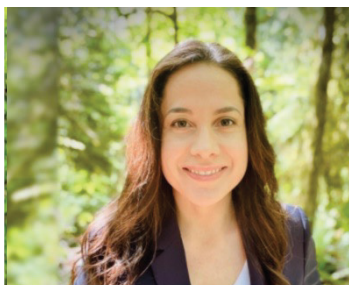
A SECOND LOOK

Eager to make sense of the impact of recent events on your financial portfolio?

This is an ideal time to connect with a financial planner at SunCu Financial Services Inc., SCCU's wealth management subsidiary and Qtrade Advisor. 604.885.3792



TRACY COUSINS,
CFP®
Financial Planner



MUIRGHEAL BASCIA,
BA, CFP®, RIS
Financial Planner



JOHN GEORGESCU,
CFP®, CIM, FCSI, PFP
Financial Planner



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.



www.RhizaCapital.com

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



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.



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.

*Trademark of Visa Int., used under license. The Collabria Visa Card is issued by Collabria Financial Services Inc. pursuant to a license from Visa. ® INTERAC Online and INTERAC e-Transfer are Trade-marks of Interac Inc. Used under license.

Mutual funds, other securities and securities related financial planning services are offered through Qtrade Advisor, a division of Credential Qtrade Securities Inc., Member of the Canadian Investor Protection Fund. Insurance products are offered through SunCu Financial Services. Find out more about your Advisor: visit www.iroc.ca



Chat: www.sunshineccu.com



604.740.2662



100% Recycled