

ABCU

Alberta's Credit Union

moneywise

Business Operations Update

As summer comes to an end we are now nearing the final internal steps with ABCU Credit Union's amalgamation.

It has been a busy 10 months with much of our work focused on harmonizing our policies and processes as well as working with our third party vendors to ensure our technology merge is completed on time and budget.

The banking systems will merge this November and we are happy to see that a majority of our members will experience little change. For instance, some members whose statements currently generate on the 23rd of each month will move to the 15th of the month. Once we have completed this we will be in a position to commence our Brand launching activities.

We will be hosting celebrations in all of our branches in November

with the official ending of the merger process and while not everything will be done, the key activities needed to complete the amalgamation will be concluded with the banking system conversion. Stay tuned for more details as we hope you will join us for coffee and treats.

Our commitment to engage our members in the branding process has been a great success and the feedback we received from the focus groups and on-line surveys has provided us with valuable information and will enable us to begin rolling out a consistent branded message in our branches, website and digital applications.

We have had and continue to have great success with our wealth business and commercial business which are two of our key specializations. Our retail business growth however has been hampered with the stagnant economy, loan losses and a challenging interest rate environment. We continue to seek

ways to add value to our all of our members through prudent lending and deposit growth practices.

We enjoyed meeting members at our two signature events: the Blues Run and the Classic Car Pancake Breakfast. Both events had excellent participation levels and we look forward to doing more in the communities we serve.

This has been a year of learning for all of us at ABCU Credit Union; the amalgamation project has taken time and focus and we appreciate the impact and potential confusion this may have caused our members. Our staff has also had to endure new levels of ambiguity through the process and we have seen some of our staff leave our credit union, some returning to school and others seeking other opportunities. To our members and staff past and present we thank you for your patience and support and we look forward to working with you in 2020.



Introducing Commercial Advisory Services

Many of our members might not know that ABCU has a Commercial Services Advisory team to assist small and medium-sized businesses. Small businesses are looking for advice on starting up a business, credit and cash flow planning, estate planning and availability of government programs. Our team has over 30 years of commercial banking experience in the Greater Edmonton region. If you have your commercial banking relationship with another financial institution, consider talking to ABCU Credit Union.

1. We are Edmonton-based and all decisions are made locally.
2. We want to work with companies that are part of our communities and are looking to build longer-term relationships.
3. We are the experts and we offer our advice at no cost to you.
4. Our fees and pricing are competitive.
5. We come to you.

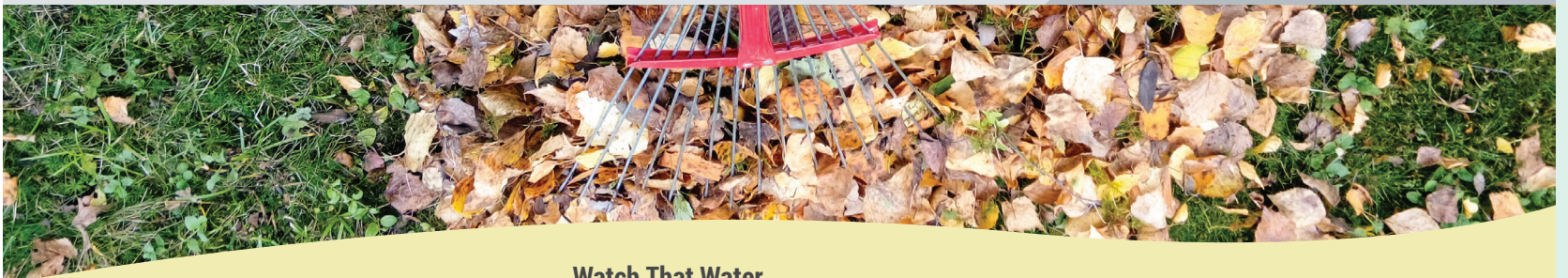
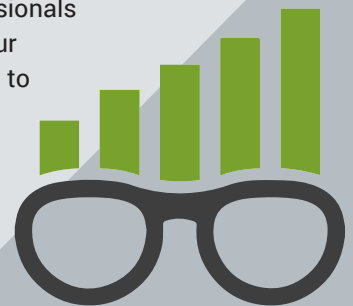
We would be delighted to get to know you and your business. Please call Jas (780-929-1389) or Song (780-929-7517) to discuss further.

Introducing our Investment Advisory Approach at ABCU

At ABCU we recognize that selecting the right investment product can be complicated, so our approach is to understand what our members' investment goals are by asking some simple questions such as:

- Does the investment support an income requirement
- How important is tax efficiency
- Is the goal to grow the investment
- Does the member need access to the investment in short notice

By answering these questions our investment team is in a better position to understand what the investment objectives are as we don't want to recommend any product solutions until we know what is suitable for our members. Our team of investment professionals are here to support you and your families and we encourage you to seek out their expertise for all your investment needs. You can reach Kayla at **780-496-3410** and Alysha at **780-929-1393**



Handy Home Savings

A little DIY this fall can mean big savings for you! Consider making these preparations to avoid costly repairs.

Watch That Water

When the weather gets colder, disconnect and drain all your garden hoses. When water inside a hose freezes, it expands and could cause a pipe in your home to burst. For the same reason, drain your outdoor spigots.

Tree Tidiness

Prune your trees to help prevent tree branches breaking off during stormy weather and damaging your home. This can also help keep rodents and other pests away. Clear leaves from

your gutters to prevent leaking and flooding issues.

Lawn Hibernation

Rake the leaves off your lawn, otherwise they'll rot. Autumn is also a good time to aerate, and you might get a good deal on some professional landscaping services.

Deal with Drafts

Seal cracks with caulk before the winter sets in to prevent moisture damage and heat loss. Check for cracks between trim, siding, windows and door frames.



Online and Mobile Banking Update

We know our members enjoy our professional and friendly staff, but if you can't make it to a branch, you can always take advantage of our full suite of services online and in our mobile app; both offer a lot more than just chequing account balances. From our online secure site, you can pay bills, transfer money, send email transfers, and much more. Our mobile app has all those features and Deposit Anywhere, which means you can deposit a cheque simply by taking a picture of it. This should make your busy life a little less hectic.

Loans

As a credit union member, we make it easy for you to apply for personal loans. Just login to our website and apply for a loan through our online loan application and you'll hear from us in no time. Not sure if you want to apply for a loan yet and just need a little help making your decision? No problem. Just use one of our handy loan calculators to see if it's the right fit for you.

If you need help with any of our online or mobile features or setting up alerts just give us a call.

Online SAFETY

We are always wanting to educate our members on the importance of fraud prevention. Sadly, most fraud and identity theft is perpetrated by someone you know. But our tips will help protect you against bad actors, both those you know and those you don't.

Take advantage of the security features we have built into our online banking site by setting up:

- Security questions
- Alerts

There are also some personal practices that will protect you against bad actors:

- Always use an antivirus program on your computer.
- Never share your personal access number or username with anyone.
- Never share your personal access code or PIN with anyone.
- Regularly monitor your account for suspicious activity.
- Change your password or personal access code periodically.
- Always check your statement.
- Keep your cheques in a secure location.
- Always make sure personal documents are not left around where others can get at them. Our electronic statements are a perfect way to safeguard your information. Download your statements and store them on a password protected computer or hard drive. That will keep unwanted eyes from looking through your statements.

eTransfers are an easy way to send money to someone, but you need to be wise selecting and sharing the password for the transfer.

- Don't use an easily guessed password, such as your favourite Beatle (there's only four Beatles and it makes your answer easy to guess), or your oldest child's name, or anything that can be found on social media.
- Never send the answer to someone in the same medium as the transfer. Best to provide the password verbally.

Don't store passwords in a mobile app.



If you think you have been defrauded, contact us and the police immediately.

Big Hearts for Blues Run

Our members took to the streets on June 21 to participate in our 7th annual Blues Run in support of Mothers Against Drinking and Driving (MADD). This year's event featured The Adventure Bus for the little ones, plus a free BBQ and live entertainment.

A huge thanks to all our sponsors and volunteers who make this event possible! And to our runners, thank you for coming out and we'll see you next year.



Pancake Breakfast & Classic Car Show

On July 18, our City Centre Branch hosted a pancake breakfast and classic car show! It was a wonderful showcase of vintage vehicles and community spirit. Congratulations to our car show winners:

- 1st – **Glen Ferko**,
1947 Plymouth
Convertible
- 2nd – **Blair Sibbald**,
1963 Corvette
- 3rd – **Gene Boisvert**,
1956 Chev
4-Door Wagon



Annual Grad BBQ

It was our pleasure to host a BBQ lunch for the graduating students of Beaumont High School. Staff from our Beaumont Branch had a blast flipping burgers for many hungry teens! Congratulations and good luck to the grads.



Treats for MADD

Our City Centre Branch hosted a tasty fundraiser for MADD on June 13. Our members had their pick of cookies, croissants, cake pops, and more. Thank you to everyone who joined in!



Hidden Cash

A shoutout to our Hidden Cash treasure hunt winners! These folks solved the riddles posted on our social media page and located the cash prize. We hope you had lots of fun exploring Beaumont!



Toll-Free:
1-888-929-7511
Lost Mastercard:
1-855-341-4643

Beaumont Community Branch
5007-50 Avenue
Beaumont, Alberta T4X 1E7
Phone: 780-929-8561

City Centre Branch
11715A 108 Ave NW,
Edmonton, AB T5H 1B8
Phone: 780-496-3482

University Branch
OJ.105, 8440 112 St NW
Edmonton, AB T6G 2B7
Phone: 780-407-8151

Find Us Online
www.beaumontcu.com
www.rivercitycu.com

f @beaumontcu
t @BCUAlberta
i @bcualberta