



moneywise

Moving Forward, United

At the 2019 Annual General Meeting, ABCU's two legacy credit unions reviewed the year and looked toward the future

The 2019 annual general meeting was an important waypoint for Alberta's Credit Union, bringing members from both legacy credit unions together for the first time to review the year. Members met at the Delta Hotel for dinner and had a chance to meet some of the many new faces, followed by the meeting.

Board Chair Richard Colwell recapped what was an exciting year. In addition to a successful amalgamation, the credit union achieved a 3% dividend on common shares. ABCU also shifted its focus toward providing business, wealth, and retail services, as well as making upgrades in technology and security. As always, focus on community was a high priority and both legacy credit unions were actively involved in many events, festivals, and sponsorships throughout the year. Member feedback was also a major theme, which occurred over multiple open house events as well as the special general meetings that took place in September.

The economic environment remained a challenging one, as described by Norm Turtle, VP, Finance and Credit Risk. This was in part due to a slower real estate market caused by tightened regulatory

requirements that disqualified more borrowers. However, ABCU has made great progress working through a recovering economy and is well positioned for achieving sustainable growth this year.

Committee Chair Brent Trombley summarized the activities of the Governance Ethics and Human Resource Committee. These included updating the governance policies for the board, reviewing the CEO employment contract, and reviewing the training requirements needed for directors.

A highlight of the AGM was the recognition of staff. Dawn Merkel reached her 10-year milestone, and Tracey Mumford, Karen Johnman, and Tina Sutton were celebrated for their 15-year work anniversaries. Henriette Breault was bid a retirement farewell after 16 years with River City Credit Union and over 30 years in the credit union industry. CEO Dave Williamson also took a moment to thank the past directors of the legacy credit unions.

ABCU is grateful for the support of its members and staff over the past year, and looks forward to meeting the opportunities of 2019.



Catching Up with our CEO, Dave Williamson

ABCU's Marketing Coordinator, Dawn Merkel, sat with CEO Dave Williamson for an update on what has been an exciting year full of change. Dave shared his thoughts on ABCU's goals, challenges, and plans for the future.



DM: Good morning Dave! Thank you for sitting down with me to answer a few questions. You recently finished the first quarter of operations as ABCU. Can you tell me what went well and were there any surprises?

DW: Staff have embraced the change very well. We continue to learn together as a team. There has been success with our commercial and wealth teams and we have learned a lot about the importance of communication.

There hasn't really been any surprises that jump right out at me. As things come up, we just try to deal with them the best way we can.

DM: I know there are a lot of things going on behind the scenes. Can you share some details with our members?

DW: One of our key goals is to harmonize our banking systems, so that all of our members can walk into any branch and be served efficiently. Right now things aren't as smooth as we would like them to be, but this all takes time.

We have more staff to serve our commercial members' needs in both Edmonton and Beaumont, and are working to ensure our regulatory requirements are met.

A key piece we have been working on are measures against brute force attacks. This will mean that our members will

need to change their passwords. The longer your password is, the more secure it becomes, and we strongly recommend using the longest possible password because of this.

DM: Our recent AGM focused on the legacy credit unions. Can you share the details?

This will be the last year BCU and RCCU will have separate reports. We hosted our AGMs together in central Edmonton to accommodate all of our members. Next year our AGM will be held as ABCU.

DM: In the coming months what are some of the things members should expect to see?

DW: We are trying to prioritize. We are working on the internal business to bring our members a better experience; we're also working on our branding and will be having a branding exercise that our members will be involved in. We want to hear our members' thoughts and ideas.

DM: I have to ask you, how has the feedback been regarding the credit union name?

DW: There have been a few members asking if we will be changing the name, but for the most part, members and staff have settled into the new name.

DM: The economy has not been kind to Albertans. From your perspective, what

advice do you have for members who are facing financial challenges?

DW: Sit down with your advisor and hammer out a plan. Let us find out what your needs and goals are. If members aren't sure if they will qualify, they need to talk to their advisor and we can figure out what best suits their needs.

DM: It has been reported recently that financial institutions continue to be concerned with the increased level of attempts by hackers to access member accounts. Can you tell me what ABCU is doing to ensure members' funds are protected against these cyber-attacks?

DW: We work with a technology firm who provides for our banking systems and we are investing funds to ensure that members' accounts are safe and sound. We are confident that we have taken the proper measures to ensure this.

DM: What do you enjoy about your role?

DW: I think the job is about learning. Every day I come to work and learn something new from the staff, and it makes me more open minded.



Dawn has been working with credit unions for 10 years and helps Albertans discover the credit union advantage.



Meet Your Executive Team

Our executive leadership team implements important governance decisions and credit union initiatives. From left to right, they are:

Russ Morrow, Vice-President, Strategy & Corporate Administration

Cindy Bennett, Vice-President, People and Sales

Norm Turtle, Vice-President, Finance and Credit Risk

David Williamson, Chief Executive Officer

SAVE 20% intuit. **TurboTax** 

Taxes Made EASIER

Alberta's Credit Union members save 20% by using our online TurboTax software! Ask us today how TurboTax can help you breathe easier.

SAVE THE DATE for the **ABCU** Alberta's Credit Union **BLUES RUN**

Run or Walk 1.5km | 5km | 10km

Join us June 21, 2019, at Eglemont Church in Beaumont for a family-friendly run! Enjoy a free community BBQ, live music, and activities for kids.

MADD
Mothers Against Drunk Driving

Running Room
LTD



Fun & Frugal Spending Tips

What's the best way to spend your tax return? Sometimes it's investment, and sometimes enjoyment. Have a look at these ideas and find your balance:

Pay off credit card debt, which will save you interest charges and increase your cash flow in the long run.



Take a trip to a place you've always wanted to see, and create a memorable experience for yourself and your family.

Contribute early to next year's RRSP so you can take advantage of those extra months of tax-free growth.



Start a home repair or renovation project, especially one that might yield energy savings like new windows.

Create or add to an emergency fund. Try to save enough to cover a few months' expenses.

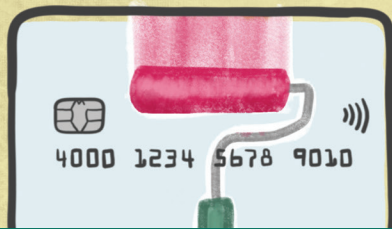
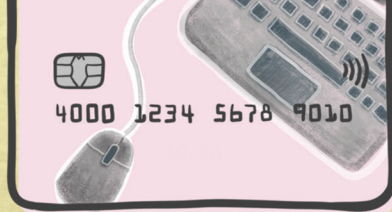


Fund a hobby you've always wanted to try, or advance your current hobby through learning or equipment upgrades.

Save up for education. Invest in a registered education savings plan for your child, grandchild, or even yourself!



Get active and healthy – use the refund to join a gym, buy a bike, or otherwise encourage yourself to get fit and have fun.



CREDIT CARDS

for where you're at

ABCU has partnered with Collabria to offer credit cards that fit your lifestyle. Our members can select from cards that offer features like cash back rewards, travel perks, customized interest rates, and more. Plus, all cards come with built-in buyer protection and security measures.

Whether you're going to school, starting a business, or travelling the world, ABCU can help you choose a credit card that complements where you're at in life as well as your

financial goals. Not only that, all cards come with a number of important features, including:

Chip & PIN: Your card is equipped with chip and PIN protection, which means increased security against unauthorized use, counterfeiting and skimming.

FlexRewards: Earn as you enjoy – there's no limit to the points you can earn, and you can redeem them for cash back, travel and merchandise.

Fraud Protections: Real-time fraud text alerts and a wide range of additional security layers provide protection and peace of mind.

MyCardInfo: Quickly, easily and securely access your account information, current balance, transaction history and more with your 24/7 online account.

Visit beaumontcu.com or rivercitycu.com to explore your many card options, or give us a call to get set up!

Alberta's Credit Union is changing its business hours as of June 1st to serve you better.

Our new hours will be:

Monday-Wednesday ..9am-5pm

Thursday & Friday9am-6pm

Saturday.....9am-4pm

Hours apply to the Beaumont and City Centre branches only. Please visit our website for details.



Easy e-transfers

It's easier than ever to send and receive money at ABCU through Interac e-Transfer: members can now register for Interac's Autodeposit feature.

Autodeposit allows you to have e-Transfers automatically deposited directly into your bank account, without having to answer a security question. Register by logging in to your online ABCU account and navigating to Autodeposit, typically found in the Interac e-Transfer settings. You can also contact us for help and information.



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

Beaumont Community Branch

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Beaumont, Alberta T4X 1E7
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City Centre Branch

11715A 108 Ave NW,
Edmonton, AB T5H 1B8
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University Branch

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

Westwood Branch

11840 106A St NW
Edmonton, AB T5G 2S4
Phone: 780-496-8754

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