

# ANNUAL REPORT 2022





# 83rd Annual General Meeting

## AGENDA

*Meeting of*  
**Tuesday, April 4th, 2023 at 7:00 p.m.**  
**to be held virtually**

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Each member of the Credit Union aged eighteen and above who complies fully with all requirements of the membership, including the minimum share requirements, will be assigned one vote at a membership meeting. Each member who meets the above criteria will be notified of, and be encouraged to participate in, all membership meetings.



## OUR VISION

Your member owned financial partner providing a safe, trusted and innovative environment offering financial security to current and future generations.

## OUR MISSION

To create a partnership between members and their credit union for mutual financial success.

### OSHAWA COMMUNITY CREDIT UNION BOARD OF DIRECTORS AND ALL EMPLOYEES ARE COMMITTED TO:

- Respecting the dignity and privacy of individuals.
- Assisting in the development of each person's self-reliance.
- Providing quality service and competitive products.
- Protecting the financial resources of our members.
- Improving the quality of life for people within our community.
- Operating within sound business policies, the Act and Regulations.
- Honouring the philosophy of "**People Helping People**".





# Annual General Meeting

Tuesday, April 12, 2022 at 7:00 p.m.

R. Vanderkwaak, Chair of the Board of Directors, called the meeting to order at 7:00 p.m.

R. Vanderkwaak opened the meeting and welcomed everyone to the 82nd Annual General Meeting for Oshawa Community Credit Union Limited.

R. Vanderkwaak noted that this meeting is being held electronically, all participants are attending by google meets.

The membership observed a moment of silence in memory of our deceased members.

H. Berkers addressed the membership and stated that Oshawa Community Credit Union acknowledges that many Indigenous Nations have longstanding relationships, both historic and modern, with the territories upon which our Head Office is located. Today, this area is home to many Indigenous Peoples from across Turtle Island (North America). We acknowledge that Durham Region forms a part of the traditional and treaty territory of the Mississaugas of Scugog Island First Nation; the Mississauga Peoples and the treaty territory of the Chippewas of Georgina Island First Nation. It is on these ancestral and treaty lands that we provide co-operative Financial Products and Services.

J. Henninger provided a presentation to members on how to use their control panel functions to ask a question, make a comment, or move a motion.

S. Bramham announced the recorded members:

As of 7:00 p.m. the Annual Meeting Registration, 30 voting members and 5 guests all attending electronically by Google Meets for a total registration of 35 people in attendance.

R. Vanderkwaak declared a quorum exists according to By-Law #1 and declared the meeting open.

R. Vanderkwaak acknowledged the members of the Board, management team and staff and highlighted significant changes in 2021:

- John Remillard was formally appointed to CEO.
- Suzanne Bramham was promoted to Credit Manager.
- Sarah Broderick was appointed as our New Diversity, Equity, and Inclusion Officer.



- Sarah Broderick was promoted to Member Service Rep level II to support the loan department commencing January 1, 2022.
- New Employees Patricia Albrecht joined our team in October as part time Member Service Teller and was promoted to fulltime as of January 1, 2022.
- William Prest was hired as a full time Member Service Teller commencing January 24, 2022.
- We received notice of retirement from Jackie King as of June 30, 2022 and we wish Jackie all the best in her future endeavors.

R. Vanderkwaak acknowledged the following guests in attendance:

- Boniface Turrosong, The Financial Services Regulatory Authority of Ontario (FSRA)
- Dale Tinkham, Tinkham Professional Chartered Accountants
- Sebena Sandhu and Katie Rochefort from the Canadian Credit Union Association
- Arvin Vasques from PRA Canada

**Moved by H. Berkers, seconded by D. Sitaram:**

To accept the 2021 Annual General Meeting Minutes.

**Motion carried.**

J. Zamora asked if the Market Code of Conduct policy was available to members. R. Vanderkwaak responded that the policy was available in office and will be posted on our website.

**Moved by D. Nicholls, seconded by D. Watson:**

To accept the Report to the Members.

**Motion carried.**

R. Vanderkwaak advised the membership that your Credit Union continues to transform to meet the needs of our members with:

- a) Increased oversight with the engagement of our new Internal Auditors.
- b) More robust IT security to protect our assets.
- c) Continuous updates to our Mobile Banking Platform.
- d) As well as new product offerings, such as remote account opening, document execution and live chat service.

R. Vanderkwaak highlighted some key financial performances:

- Assets increased from \$124M to \$137M despite the low bank of Canada Interest rate.
- The Board of Directors approved to distribute \$79K in dividends to members.
- \$98K as allocated to our retained earnings.

R. Vanderkwaak thanked the members who continue to have faith in the credit union to keep their investments safe and our dedicated staff who continue to serve our members.

J. Remillard addressed the membership and stated that he is very proud of what has been accomplished by our Credit Union not just over 2021, but over the last 3 couple of years. There is a “oneness” that exists in the operation from the Governance level of the Board to the implementation level of the management team to the execution by “front line” employees that represent the face of the Credit Union.

J. Remillard thanked to the Board for their guidance and leadership and the staff for their commitment in providing excellence in member service. J. Remillard asked the members to check out our Google Reviews.

J. Remillard stated that we are first and foremost a financial cooperative existing to meet our member's needs and will continue to remain viable, relevant, and strong for years to come.

R. Vanderkwaak called up G. Paterson Chair of the Audit Committee to present the Audit Report.

**Moved by J. Moore, seconded by C. Salmers:**

That the Audit Committee Report be adopted.

**Motion carried**

G. Paterson advised that the Audit Committee monitors both financial and legal matters. Many of these are governed by various pieces of legislation including our own by-laws. In 2021, the Audit Committee appointed PRA Canada as our new Internal Auditors. PRA brings extensive industry experience with over 100 financial institution clients throughout Canada with continuity of experience and qualified personnel. The Audit Committee meets regularly to review results and receive details from management and our internal and external auditors.

**Moved by E. Brazier, seconded by C. Blair:**

That the 2021 Financial Statements as presented by our external auditors Tinkham, Professional Chartered Accountants be accepted.

**Motion carried**

G. Paterson advised that the Audit Committee reviewed the financial statements for 2021 and the committee is pleased to be able to report to the members that all is well both from a financial and legal perspective. The financial statements as presented are a true and fair representation of OCCU's financial performance in accordance with IFRS. G. Paterson noted that Dale Tinkham from Tinkham Professional Accountants Firm is in attendance to answer any questions. No questions received.

R. Vanderkwaak presented the items under new business:

### **#1 Selection of the External Auditors**

R. Vanderkwaak called upon G. Paterson to explain the auditor selection process.

G. Paterson stated that the Audit Committee thoroughly reviewed and evaluated our current auditing firm and the services available from this firm. As a result, the Board of Directors recommends the appointment of Tinkham, Professional Chartered Accountants as external auditors for the fiscal year 2022.

**Moved by J. Remillard, seconded by S. Bramham:**

To appoint Tinkham Professional Chartered Accountants as external auditors for the fiscal year 2022.

**Motion carried**

## #2 Resolution Proposed Articles of Amendment

R. Vanderkwaak advised that the resolution is displayed on the screen and on page 16 of the Annual Report. R. Vanderkwaak allowed for a few moments while members read the motion as displayed.

Moved by D. Watson, seconded by H. Berkers:

Be it resolved that:

(1) The following Special Resolution be presented to the Members for approval at the Annual General Meeting for April 12, 2022:

BE IT RESOLVED AS A SPECIAL RESOLUTIONS OF THE MEMBERS OF THE CREDIT UNION THAT:

(a) the following provision be added to the Articles of Incorporation of the Credit Union, with respect to which a Certificate of Incorporation was issued on January 31, 1952, as amended by a Change of Name dated June 30, 1970, and Articles of Amendment dated July 4, 1996, in accordance with the provisions of section 311 of the Credit Unions and Caisses Populaires Act, 1994 (Ontario), as amended (the “Act”):

“The minimum number of directors of the Credit Union shall be five (5) and the maximum number of directors shall be seventeen (17)”; and

(b) the Credit Union is hereby authorized and directed to deliver to the Chief Executive Officer of FSRA articles of amendment in accordance with the provisions of section 313 of the Act in the event all pre-conditions for the special resolution approving the amendment of the articles of incorporation taking effect have been satisfied.

(2) Any two officers, or one director and one officer of the Credit Union, are hereby authorized to sign the articles of amendment, and any one of the signors is hereby authorized to verify the articles of amendment by way of affidavit, if the articles of amendment are duly authorized by the members of the Credit Union. Motion carried by 2/3rds.

## #2 Proposed Bylaw Amendments

R. Vanderwaak advised that the resolution is displayed on the screen and on page 16 of the Annual Report. R. Vanderkwaak allowed for a moment for the members to read the resolution.

**Moved by L. Treen seconded by D. Nicholls:**

BE IT ENACTED, and it is so enacted, as a by-law of the Credit Union as follows:

(1) Article 7.3 of the Credit Union’s existing general by-laws (the “General By-laws”, as amended to April 13, 2021), which currently limits the length of the term of office of the Chair of Board, is deleted.

(2) Article 5.1 of the Credit Union's existing general by-laws (the "General By-laws", as amended to April 13, 2021), is amended by deleting the words "The number of directors of the Credit Union shall be nine (9)", and replacing them with the following: "Effective on the effective date of a Certificate of Amendment amending the Articles of Incorporation of the Credit Union to add a provision stating the minimum and maximum number of directors that the Credit Union may have from time to time, the number of directors of the Credit Union shall thereafter be eleven (11), until such time as it is changed by a further by-law amendment to a number of directors within the range stated in the Articles of Incorporation."

BE IT RESOLVED THAT the By-law set out above be presented to the members for confirmation, without amendment, by way of a Special Resolution passed through voting at the Annual General Meeting scheduled for April 12, 2022 .

**Motion carried by 2/3rds.**

#### **#4 Elections**

R. Vanderkwaak called upon H. Berkers, Chair of the Nominating Committee to present the election process.

H. Berkers stated that there are three director positions available to each serve a 3-year term and as approved by the membership, the Articles will be amended to allow the Board complement be a range of 5 – 17 directors, the membership will elect 3 of the candidates tonight and upon approval of the amendment to the Articles the Board will appoint the two candidates that were not elected tonight to serve on the Board for one year until the next Annual General Meeting in 2023.

The five applicants for a position of Director are Robert Linton, Jackie Moore, Don Nicholls, Gil Paterson and Colin Quinlan. H. Berkers introduced each candidate to address the membership.

H. Berkers turned the meeting over to J. Henninger to explain the election process and tabulate the results.

J. Henninger advised the membership that the program will only allow members to vote for three of the five candidates then to click submit.

H. Berkers announced the three candidates that were elected by the membership to each serve a three-year term.

**Jackie Moore**  
**Don Nicholls**  
**Gil Paterson**



R. Vanderkwaak opened the floor for questions from the membership.

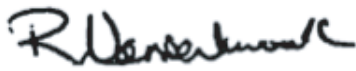
Question #1: Why do we have internal auditors? Was this directed by the government or new regulation? R. Vanderkwaak advised that the Audit Committee performed a full Request for Proposal for Internal Audit Services in 2020 and selected PRA Canada as our new Internal Auditors. The consulting of Internal Audit Services is not new however a new firm was selected.

**Moved by D. Watson seconded by S. Bramham:**

To adjourn the meeting.

**Motion carried**

Meeting adjourned at 8 p.m.



Roy Vanderkwaak, Chair



Henrietta Berkers, Secretary





# Report to the Membership

## Financial Strength

While early 2022 saw many Covid restrictions relax and mostly disappear, the delayed ripples of the economic and systemic impacts, such as the supply chain and inflation, have caused concern. In response, the Bank of Canada escalated rates at a historically rapid pace.

Despite these and other challenging financial conditions, your Credit Union performed strongly.

Even with navigating strong financial headwinds, borrowing members remained, able-to-meet and remain loyal-to, their financial obligations with the Credit Union. During the year no loan write offs occurred and our delinquency rate at year-end was zero (0%).

During the year we reviewed 64 loan applications valued at approximately \$20.1M. Five applications valued at \$815,000 were declined while 59 valued at \$19.4M were approved. The approvals included seven loans for a total of \$3,215,000 twenty-one mortgages for a total of \$9,640,250 and thirty-one home equity lines of credit for a total of \$6,510,500.

We exceeded 2022 growth targets for deposits, loans and assets.

Our Efficiency Ratio (how much we spend to make \$1.00), improved from 94.81% in 2021 to 79.22% in 2022 (lower is better).

The year ended with favourable variances in most income and expenses including Financial Margin, Total Operating Expenses, and Pre-tax income.

Based on Regulatory Capital, Oshawa Community Credit Union continues to be the 5th strongest of 62\* credit unions in Ontario. \*2021 FSRA data

## Governance Performance

In working towards building a strong Succession Plan for your Board, Directors recognized the value of providing room for two strong new board candidates. Members in attendance agreed, passing motions to amend both our Articles of Incorporation and our By-laws to provide room for such.

The Articles of Incorporation Amendments provided for a board size of not less than five and not more

than seventeen, the maximum flexibility allowed for under the new Credit Union Caisse Populaire Act, 2020.

Oshawa Community Credit Union By-Laws were also amended to increase board size from the existing nine to eleven.

After the 2022 Annual General Meeting and once regulatory approval was secured for both, the Board in its capacity, appointed the two new candidates to a one-year term.

### **Human Resource Milestones**

The year opened with a promotion for Sarah Broderick. Sarah was promoted from the Member Service Representative (MSR) I, Teller level, to a MSR II level. She quickly moved to a support role to the Loan Department. Sarah's contributions to the Credit Union continue to evolve.

Partway through the year Jackie King, who started with us in 1998, stepped into the next stage of her life, retirement! A big congratulations to Jackie, it's always a nice time when she still drops in for a chat.

Samantha Harrison was also promoted to a MSR II, mostly filling the responsibilities left vacant with Jackie's retirement. Samantha has been providing great support to account opening and investment services.

William Prest who joined the team at the start of 2022, was promoted to the NEW position of Financial Analyst. William's continued education of pursuing a Certified Financial Analyst designation makes a good fit, he is also being assigned Corporate Compliance Officer responsibilities.

Patricia Albrecht also became a full-time teller in January and quickly took on additional responsibilities providing tremendous support to the Anti-money Laundering (AML) compliance team.

Due to the retirement target in 2023 of our long-tenured Linda Treen, Administration Manager, the transition of many of her responsibilities to Suzanne Bramham, our current Credit Manager, continues and has been on pace to ensure a smooth frictionless experience for the Credit Union.

### **Products/Services Developments/Enhancements**

The migration of our website and internet banking platform to Forge 2.0 was completed and successfully launched during 2022. Forge 2.0 places the Credit Union in a strong position to remain compliant and be able to benefit from both Payments Modernization and Open Banking. The potential is almost limitless. The future is exciting!

### **Audit Committee**

Regular ongoing audits of significant and vulnerable areas of the Credit Union's operations and the implementation of mitigating strategies coupled with the finalization of our Business Recovery Plan and its submission to Financial Supervisor Regulatory Authority, are some of the successes of the committee in 2022.

### **Executive Committee**

The Committee successfully developed the Amendments to our Articles of Incorporation and the Amendments to our By-Laws to implement our increased Board size.

### **Policy**

Many updates to several policies were completed by the Committee ensuring compliance to the recently enacted Credit Union Caisse Populaire Act 2020.

### **Nominating**

The recruitment, vetting and appointment of two new Directors was completed by the Committee during the year.

### **Maintenance**

The completion of the conversion to a decentralized Variable Refrigerant Flow (VRF) climate control system and the renewal of tenant leases including parking spot rentals were some of the successes of the Committee.

### **Planning & Budget**

The Committee enhanced the budget preparation process including the addition of a three-year Forecast, and further strengthened budget accountabilities by implementing a new quarterly Projected Financial Statements.

### **Board**

In the first face-to-face meeting since 2020, the Board met on-site to participate in a Strategic Planning session during the year. A facilitator, the Board, and management all came together to discuss risks and challenges faced by the Credit Union in 2023 and beyond. Management was provided direction to continue with its development of a robust Succession Plan, to increase staff volunteerism and to broaden marketing efforts.

### **Conclusion**

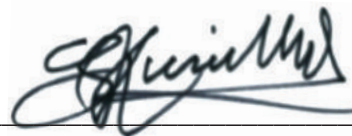
Employees, management, and the Board of Directors collectively continue to work cooperatively and efficiently within our highly regulated framework in providing our approximately 3,200 members, with a financially strong Credit Union. As also reflected by our recent accomplishments, and our commitment to new technologies coupled with our implementation of the Market Code of Conduct, we remain committed to serving our members at the highest service level possible.

We all deserve financial success, and we strive to be your partner in that journey. Ultimately, your success is our success.

Respectfully,



Gillis Paterson, Chairperson  
Oshawa Community Board of Directors



John Remillard, CEO  
Oshawa Community Credit Union



## Report from the Audit Committee

Every Credit Union has an Audit Committee whose role, in great part, is established under the Credit Unions and Caisse Populaires Act, 2020 “The ACT” and further enhanced by Financial Services Regulatory Authority of Ontario (FSRA). The Committee’s function is to assist the Board of Directors in fulfilling its oversight responsibilities and is guided by the Act and OCCU’s By-Laws, policies and procedures. The primary role is to ensure that our Credit Union is meeting all necessary Regulatory and Board imposed standards.

The Committee is required to meet at least quarterly; however, we usually meet monthly, except during the summer. Our CFO, Greg Greer, and CEO John Remillard, regularly provide detailed reports on our financial results and current situation. We also meet with our Internal Auditor, PRA Canada to discuss ongoing and future reviews of OCCU’s internal controls and compliance to Regulatory guidelines. Annually, the Committee meets with our External Auditors, Tinkham LLP Chartered Professional Accountants, to discuss and then later review their audit plans and findings. We review the Draft Annual Financial Statements and present them to the Board and finally to you for approval. Although this represents an emphasis on our financial affairs, the Committee is, as mentioned above, also responsible for upholding Regulatory requirements.

I am extremely proud of the work that is being performed internally. We regularly receive excellent reports from our auditors, and they praise our staff for their hard work and ongoing due diligence. I am pleased to report that once again your Credit Union received an unqualified report from the Auditors for 2022.

Respectfully submitted,

*Correna Blair*

---

Correna Blair, Chair

Committee Members: Henrietta Berkers, Don Nicholls & Robert Linton



**TINKHAM** LLP | CHARTERED  
PROFESSIONAL  
ACCOUNTANTS

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**REPORT OF THE INDEPENDENT AUDITOR ON THE SUMMARY FINANCIAL STATEMENTS**

To the Members of  
**OSHAWA COMMUNITY CREDIT UNION LIMITED**

**Opinion**

The summary financial statements, which comprise the summary balance sheet as at December 31, 2022 and the summary statement of comprehensive income for the year then ended are derived from the audited financial statements of Oshawa Community Credit Union Limited for the year ended December 31, 2022.

In our opinion, the accompanying summary financial statements are a fair summary of the audited financial statements on the basis described in the note to the summary financial statements.

**Summary Financial Statements**

The summary financial statements do not contain all the disclosures required by International Financial Reporting Standards. Reading the summary financial statements and the auditor's report thereon, therefore, is not a substitute for reading the audited financial statements and the auditor's report thereon. The summary financial statements and the audited financial statements do not reflect the effects of events that occurred subsequent to the date of our report on the audited financial statements.

**The Audited Financial Statements and Our Report Thereon**

We expressed an unmodified audit opinion on the audited financial statements in our report dated February 28, 2023.

**Management's Responsibility for the Summary Financial Statements**

Management is responsible for the preparation of the summary financial statements on the basis described in the note to the summary financial statements.

**Auditor's Responsibility**

Our responsibility is to express an opinion on whether the summary financial statements are a fair summary of the audited financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, Engagements to Report on Summary Financial Statements.

Toronto, Ontario  
February 28, 2023

  
Licensed Public Accountants

**OSHAWA COMMUNITY CREDIT UNION LIMITED  
SUMMARY BALANCE SHEET**

As at December 31, 2022 2021

**ASSETS**

Cash	\$ 6,680,796	\$ 14,271,631
Investments	46,824,681	41,074,882
Loans and advances to members	84,875,624	80,052,735
Income taxes receivable	-	68,224
Other assets	277,844	427,532
Capital assets	902,477	849,093
Deferred income tax asset	159,025	116,702
	<b>\$ 139,720,447</b>	<b>\$ 136,860,799</b>

**LIABILITIES, MEMBER ENTITLEMENTS AND MEMBERS' EQUITY**

Accounts payable and accrued liabilities	\$ 287,512	\$ 213,972
Income taxes payable	96,028	-
Members' accounts and deposits	126,482,903	124,313,093
Members' share capital	3,103,209	3,020,776
Retained earnings	9,898,313	9,356,197
Accumulated other comprehensive loss	(147,518)	(43,239)
	<b>\$ 139,720,447</b>	<b>\$ 136,860,799</b>

Approved on behalf of the Board:

*Correua Blair* \_\_\_\_\_ Director

*Gil Paterson* \_\_\_\_\_ Director

A full set of audited financial statements is available from the Credit Union.

**OSHAWA COMMUNITY CREDIT UNION LIMITED  
SUMMARY STATEMENT OF COMPREHENSIVE INCOME**

Year ended December 31,	2022	2021
Interest income		
Interest on loans and advances to members	\$ 2,928,705	\$ 2,528,646
Investment interest and dividends	921,567	473,411
	<u>3,850,272</u>	<u>3,002,057</u>
Interest expense		
Recovery of impairment losses on loans and advances to members	1,059,478	817,955
	<u>(524)</u>	<u>(2,093)</u>
Financial margin	2,791,318	2,186,195
Other income	329,697	290,905
	<u>3,121,015</u>	<u>2,477,100</u>
Expenses		
Salaries and benefits	1,148,415	1,131,034
Data processing	293,066	263,464
General, administration and office	246,669	244,866
Insurance	167,256	148,032
Professional fees	162,795	166,272
Cash costs and clearing charges	122,675	116,293
Occupancy	115,157	115,274
Depreciation	92,517	86,134
	<u>2,348,550</u>	<u>2,271,369</u>
Income before dividends and provision for taxes	772,465	205,731
Member dividends, bonus interest and rebates	28,913	16,243
Provision for income taxes	93,085	39,043
Net income for the year	650,467	150,445
Unrealized loss on investments (net of tax)	104,279	43,239
Net comprehensive income for the year	<u>\$ 546,188</u>	<u>\$ 107,206</u>

A full set of audited financial statements is available from the Credit Union.

**OSHAWA COMMUNITY CREDIT UNION LIMITED  
NOTES TO THE SUMMARY FINANCIAL STATEMENTS  
YEAR ENDED DECEMBER 31, 2022**

**Note to the Summary Financial Statements**

The summary financial statements are derived from the audited financial statements, prepared in accordance with International Financial Reporting Standards, as at December 31, 2022 and December 31, 2021 and for the years then ended.

The preparation of these summary financial statements requires management to determine the information that needs to be included to ensure they are consistent in all material respects with, or represent a fair summary of, the audited financial statements.

Management prepared these summary financial statements using the following criteria:

- (a) the summary financial statements include a statement for each statement in the audited statements, except the statement of members' equity and statement of cash flows, which can be obtained from the complete set of audited financial statements;
- (b) information in the summary financial statements agrees with the related information in the audited financial statements;
- (c) major subtotals, totals and comparative information from the audited financial statements are included; and
- (d) the summary financial statements contain the information from the audited financial statements dealing with matters having pervasive or otherwise significant effect on the summarized financial statements.

A full set of audited financial statements is available from the Credit Union.

# Board of Directors



**Henrietta Berkers**  
Secretary of the Board  
Audit  
Term Expiry: 2023



**Correna Blair**  
Chair of the Audit Committee  
Policy and By-Law  
Term Expiry: 2023



**Cameron Salmers**  
Chair of Planning and Budget  
Maintenance  
Term Expiry: 2023



**Robert Linton**  
New Position - Appointed  
June 2022  
Audit  
Policy and By-Law  
Term Expiry: 2023



**Colin Quinlan**  
New Position - Appointed  
June 2022  
Planning and Budget  
Maintenance  
Term Expiry: 2023



**Kim Bulloch**  
Fill Vacancy - Appointed  
November 2022  
Maintenance  
Term Expiry: 2024



**Roy Vanderkwaak**  
Executive Committee  
Planning and Budget  
Term Expiry: 2024



**Dorothy Watson**  
Vice-Chair of the Board  
Policy and By-Law  
Nominating  
Term Expiry: 2024



**Jackie Moore**  
Chair of Maintenance  
Planning and Budget  
Nominating  
Term Expiry: 2025



**Don Nicholls**  
Chair of Policy and By-Law  
Nominating  
Audit  
Term Expiry: 2025



**Gil Paterson**  
Chair of the Board  
Term Expiry: 2025

Gender Declaration - 6 directors identify as male; 5 directors identify as female



# Employees of Oshawa Community Credit Union

<b>John Remillard</b>	Chief Executive Officer (Privacy Officer and Complaints Officer)
<b>Linda Treen</b>	Administration Manager (Compliance Officer)
<b>Jakob Henninger</b>	IT Manager
<b>Greg Greer</b>	Chief Financial Officer
<b>Suzanne Bramham</b>	Credit Manager (Market Code of Conduct Officer)
<b>William Prest</b>	Financial Analyst
<b>Sharan Yarrow</b>	Level III
<b>Carolyn Terrion</b>	Level II
<b>Lori Kelly</b>	Level II
<b>Jackie King</b>	Level II – retired June 2022
<b>Lori Hunsley</b>	Level II
<b>Sarah Broderick</b>	Level II
<b>Samantha Harrison</b>	Level II
<b>Patricia Albrecht</b>	Level I
<b>Amy Munro</b>	Level I – left employment May 2022
<b>Olivia Challis</b>	Level I – left employment December 2022
<b>Brandon Medina</b>	Level I – hired February 2023



**Oshawa Community Credit Union’s Market Conduct Code promotes the fair treatment of our members. It governs the operation of our organization and requires that all Directors, Management and Staff understand and abide by the following five key principles:**

**Business Practices**

OCCU is committed to providing service excellence to all using our products and services. It is a core component of our governance and corporate culture.

**Fair Treatment and Fair Sales Practices**

OCCU treats people fairly and demonstrating fair sales practices are always integral parts of our business practices.

**Access to Banking Services**

OCCU ensures all are granted access to fundamental financial services.

**Transparency and Disclosure**

OCCU uses plain language descriptions of products and services in communications to ensure people make informed decisions.

**Complaint Handling**

OCCU examines complaints, works to settle them fairly, and tracks them to help ensure our practices continue to improve.













214 King Street East, Oshawa, ON

905-576-4200 | [www.oshawacu.com](http://www.oshawacu.com)

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