

# The Communicator

A NEWSLETTER FROM OSHAWA COMMUNITY CREDIT UNION LTD. **Winter 2020**

## Coping with COVID The New Normal



The Board, management, and staff once again, want to reiterate how much we appreciate our loyal members for their patience and flexibility throughout the Covid-19 pandemic. Although a reduced number of staff were in branch daily to assist members, we truly appreciate our members' willingness to step out of their comfort zones and try our "Other Ways to Bank" during this crisis.

In compliance with the pandemic safety protocols, we welcome our members to visit us in branch. Until further notice operating hours will continue to be 9 a.m. to 5 p.m. Monday through Friday.

## A New Beginning Teresa Brudek retires after 37 years

On Thursday, October 8th, Loan Officer Teresa Brudek turned the page and began the next chapter of life: retirement. Teresa began her journey with Oshawa Community in January 1983 as a Member Service Representative assisting members on the frontline with their daily banking. Teresa quickly advanced to the loan department where she worked as a Loan Officer for the majority of her career. Teresa has had a very successful career with Oshawa Community guiding members through some of life's biggest moments; securing financing to purchase their first home, buying a new car and sending their kids off to college whom she watched grow up.

Although the decision to retire came with a heavy heart, Teresa is looking forward to spending more time with friends and family and enjoying her favourite outdoor activities; walking the lovely country roads of her rural neighbourhood, snowshoeing and cross country skiing.

It's the end of an era but a new beginning filled with endless possibilities. While our tight-knit team is sad to say goodbye, we are truly happy for Teresa and look forward to seeing her in the branch on the other side of the counter. Teresa: we thank you for 37 years of wonderful memories as well as your hard work and dedication to Oshawa Community. You will be missed.

## Debit Card Security Treat Your Card Like Cash

In recent months, there has been a notable increase in debit card fraud, predominantly from lost or stolen ATM Cards with Interac Flash aka "Tap" enabled. While Tap is quick, convenient, and very secure, as a responsible debit card holder there are a few things to keep in mind regardless if you use the Tap feature:

1. Treat your debit card like cash. Keep it on your person.
2. Choose a secure PIN and keep it to yourself.
3. Notify Oshawa Community if you suspect someone knows your PIN or if your card has been lost or stolen.
4. Maintain reasonable and appropriate security controls to detect and to prevent theft, fraud and/or unauthorized transactions.



## What do I do if my card is lost or stolen?

1. Report the incident to Oshawa Community immediately. Call the branch **905-576-4200** and follow the prompts OR call our toll-free number **1-877-764-3693**. **Both options are available 24/7.**
2. Oshawa Community will investigate the circumstances surrounding the claim.
3. Pending results of the investigation, the card holder may be reimbursed for losses that were reasonably beyond their control.

EVERYONE'S WELCOME AT THE  
**CREDIT UNION**



## Suzanne obtains new Retail Credit Manager position!

We are pleased to announce the promotion of Suzanne Bramham as our new Retail Credit Manager at Oshawa Community.

Suzanne has over 20 years of experience working in the financial services industry including CIBC World Markets where she spent 6 years as the Head Executive Administrator in the Mergers and Acquisitions department before transitioning into the Real Estate department. After her second daughter was born, Suzanne took a hiatus from the daily grind to dedicate more time to her pride and joy, her two beautiful daughters. When Suzanne returned to work in the financial services industry, she was introduced to the mortgage sector by working as a mortgage administrator/underwriter. She quickly learned the ropes of the business and loved working with clients directly, helping them secure financing to purchase a home. As a result, Suzanne worked hard and became a fully licensed mortgage agent.



Suzanne joined the Oshawa Community team in September 2018 working part-time on the frontline. With her previous lending experience, the Retail Credit Manager position was a perfect fit!! Suzanne's passion is for people and is looking forward to helping our members reach their goals by providing them with the best financing solutions to suit their individual needs to live their best lives. Suzanne encourages members to reach out to her for assistance or just to say hello.

## New member-friendly website Coming Soon!

Oshawa Community is excited to announce that the launch of our fresh, new website and internet banking platform is coming soon. Designed by our very own staff and fine-tuned based on the recommendations of our very own members ranging in age, financial know-how and tech skills, our goal was to create a "member-friendly" website.

- Easy to navigate
- Clear and concise language
- Visually fresh and stimulating
- Educational, informative, and fun!

We feel that the creation of this new "member-friendly" website and internet banking platform was vital in efforts to provide our membership with innovative technology and an overall better and safer online banking experience.

We will be announcing a launch date very soon!

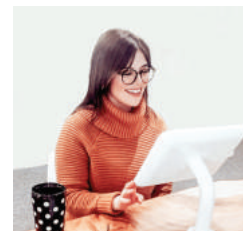
Special thanks to the design team: Sarah, Samantha, Jakob, John, Amy and Linda.

## Newly created TEA Center

It's not what you think: "TEA" Center stands for "Technology Education Assistance" Center. Once we return to "normal" we welcome our members to the TEA Center where you can learn how to navigate through our website and use our online services on the devices on display. We have a beautiful live-edge wood table (it's worth a visit to check out the table alone!) that will provide a variety of mobile devices (iPad, Android Tablet (Samsung), iPhone and Android Phone (Samsung)) just like at home. Members may also bring in their own device to learn!

### Let's Learn About Money!

Check out our new online Learning Center featuring financial videos designed for members at all stages of life.



## Staying connected through social media

When we made the decision to close our doors temporarily and serve members remotely, it wasn't long before the Oshawa Community team missed the face-to-face interactions with our members. While we were happy to see our members adjust to our "Other Ways To Bank" we didn't want to lose that personal connection that comes with in-branch experience. We pride ourselves on our customer service and we would be sad to see our branch traffic permanently decline as a result of the pandemic. While we have been using social media to share information and interact with members for some time, we wanted to take advantage of our Instagram and Facebook platforms to stay connected with our members. Not only did we keep our followers up-to-date with the latest Covid-19 news, we held campaigns like the Loyal 2 Local Challenge to help create a wave of support for local business owners and awarded \$250 to our very own HomeTown Hero. Since the onset of Covid-19, our social media following has grown significantly, and we are really enjoying the camaraderie we've built by interacting with and supporting other local businesses.

We want to hear your thoughts! If you aren't already following us on Instagram and Facebook, what are you waiting for? Follow us and take a look through our posts and let us know what you would love to see more of, less of, or if you have an idea for new content.

### Follow us on social media

Instagram @oshawacommunitycu

Facebook @oshawacommunitycreditunion



## Don't forget to join our e-mail list!

By subscribing to our e-mail list, you'll receive a limited number of e-mails a year when we are making important changes, launching new products and services or having special promotions. Don't worry – we stick to the important stuff to make sure we don't fill up your inbox!

## Developing a Savings Plan!

It's never too early to start putting money aside for your child's education.

### What is an RESP?

Registered Education Savings Plans (RESP) can be opened at Oshawa Community and are registered with the Federal Government to help parents save for their children's education. By putting money away each year, you can ensure your child will have money available for their post-secondary education. A family can set up a plan in which one or more of their children are listed as beneficiaries. It's also important to note that anyone can contribute to an RESP, not just the parents of the child. While RESP's are not tax deductible like a Registered Retirement Savings Plan (RRSP) they do offer some tax benefits. Interest earned on an RESP is tax-free, and when your child starts using the money for school only the accumulated interest is taxable as income.

### What is the CESG?

The biggest incentive to buy RESP's is the Canadian Education Savings Grant (CESG). RESP investors receive an additional grant of 20% from the government on the first \$2,000 of an annual investment. This means that the RESP can collect an extra \$400 a year towards the child's education.

### What is an RDSP? **NEW Product Offering!**

Registered Disability Savings Plans (RDSP) can be opened at Oshawa Community and are registered with the Federal Government for a long-term savings plan to help Canadians with disabilities and their families save for the future. You can contribute any amount to an RDSP each year, up to a lifetime contribution limit of \$200,000. With written permission from the RDSP holder, anyone may contribute to the RDSP. Other grants and bonds may also be available to RDSP holders.

We are here for you! Contact Carolyn Terrion at 905-436-5420 or Lori Hunsley at 905-436-5424 for more information.



The graphic features the text 'TFSA VS RRSP' in large, white, sans-serif font at the top. Below the text, two pink piggy banks are shown facing each other, wearing red boxing gloves and connected by a metal chain. The background is a light gray with a subtle pattern of white dots. At the bottom, a dark blue banner contains the text 'LET US HELP NAVIGATE YOUR INVESTMENT PLANS.' in white, with 'NAVIGATE' in a larger, bold font. Below this banner is the Oshawa Community Credit Union logo, which includes a stylized green leaf icon and the text 'OSHAWA Community CREDIT UNION LTD.'. At the very bottom, a red banner contains the text 'Set up an appointment today!' in white.



## What's on your mind?



As a member-centric co-operative, our goal is to improve the lives of the people in the community where we live. We want your feedback to learn what we are doing right and where we can make improvements. Visit our website and click on "Member Feedback" or the next time you visit us in branch look to the left and you will see a blue suggestion box labelled "Members' Messages". Whether your thoughts are positive or constructive, we want to hear from you.

## Notice of our Annual General Meeting

April 13, 2021 at 7 p.m.

Your Credit Union will be reporting the financial results and holding elections for three Board of Director positions. (Elections for three members to serve a three-year term).

Members who qualify under Oshawa Community's Bylaw for directorship and who are interested in serving on our Board of Directors are asked to contact the office for details. You can reach John Remillard, General Manager at 905-436-5414 or Linda Treen, Administration Manager at 905-436-5416.

### Nomination Details:

- Nomination period is from January 11, 2021 to February 26, 2021.
- Nomination Applications are available in office.
- Nomination Applications are to be received by 5 p.m. on February 26, 2021.
- Elections will be held during the Annual General Meeting.

### DIRECTOR NOMINATION FORM (Complete and drop off at OCCU)

NAME: \_\_\_\_\_ PHONE NUMBER: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

THE FOLLOWING TWO OSHAWA COMMUNITY CREDIT UNION MEMBERS  
HAVE NOMINATED ME:

1. \_\_\_\_\_  
PRINT NAME SIGNATURE

2. \_\_\_\_\_  
PRINT NAME SIGNATURE

## What will *you* do with your money back?

### Mortgage Referral Program



## You First. Banking Second.

### Award Winning Service.

For the sixteenth consecutive year, Canada's credit unions rank above all financial institutions for outstanding customer service to their members. In the 2020 Ipsos Financial Service Excellence Awards, Canada's credit unions were recognized once again for their unmatched service to their member base.