

# DOLLAR & SENSE

a newsletter of Nelson & District Credit Union

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## Election Edition

### Credit Union Board Announces Director Election!

Nelson & District Credit Union's Board of Directors has nine members and this year three terms are expiring, plus one vacancy that was not filled after expiring last year. An election will occur for the Nelson Representative Area position, two positions were filled by acclamation and one vacant position requires filling.

- Director Nelson Representative Area  
**Two candidates running for three year term.**
- Director East Shore Representative Area. **Acclaimed.**
- Director Rossland Representative Area. **Acclaimed.**
- Director Rossland Representative Area. **Vacant.**

A biography has been supplied by each candidate, this information is provided to assist our members to make an informed decision. We encourage all members to exercise their right to vote and cast a ballot for the candidate of their choice. Read the material prior to casting your ballot. Acknowledgement from the two directors acclaimed are found in this edition.

### Voting Eligibility

To be eligible to vote you must be a member in good standing with Nelson & District Credit Union by having the required number of Membership Equity Shares at least fifteen (15) days prior to the first business day on which voting takes place. Joint account holders must each have the required number of Membership Equity Shares. Junior members (18 and under) are not eligible to vote.

### Casting Your Ballot

Members can vote in-branch or by using the mail-in ballot. Eligible members who wish to cast their ballot by using the mail-in ballot must contact Nelson & District Credit Union between April 1 - 13, 2015 by phone, fax, email or mail.

### Please contact

Virginia Makaroff, Executive Assistant  
Email: vmakaroff@nelsoncu.com  
Phone: 250.352.7207  
Fax: 250.352.9663  
Mail: PO Box 350,  
Nelson, BC V1L 5R2

Remember to get out and **VOTE!**



### Mail-In Ballots

Request period: April 1 - 13, 2015.  
Ballots **must be returned** to the Nelson community branch by April 13, 2015.

### In-Branch Voting

Nelson community branch  
April 14 - 16, 2015.

### Notice of 64th Annual General Meeting

Tuesday, April 28, 2015  
Call to order at 7:00 p.m. PDT.  
Prestige Lakeside Resort  
Nelson, BC

The AGM is a chance to meet your Board of Directors and to hear about your Credit Union's election results, activities and accomplishments from the past year.

**Mail-in ballots must be returned to the Nelson branch by April 13, 2015.**

Only members from the Nelson community branch are eligible to vote for the Director Nelson Representative Area position.

In-branch voting will take place in the Nelson community branch on Tuesday, April 14, Wednesday, April 15 and Thursday, April 16, 2015 during regular business hours.

Election results will be released at the 64th Annual General Meeting at the Prestige Lakeside Resort in Nelson on Tuesday, April 28, 2015. The results will also be posted in all branches and online on April 29, 2015.

## Candidates - Director Nelson Representative Area



### Andy Chute

I have been privileged to have been chosen by you, the members of our Credit Union, to serve on the board of directors for the past nine years. Since my election in 2006, I have witnessed constant, exciting, and very often, challenging change at both the credit union and industry level. It takes a great team of staff, directors and members to adopt and integrate

change. I am lucky to be a part of such a great team of dedicated individuals.

As a systems administrator and software developer, my background in technology has been useful in helping the board understand and navigate the new landscape facing our industry. As we move into the future, our members' expectations in technology will continue to increase. Additionally, our oversight in the realm of technology will

also need to increase to keep pace with new cyber-security risks and threats. I am up to this challenge.

Over the years, I have learned where we have come from as a local Credit Union and as a system as a whole. By co-operating with other regional Credit Unions we have realized fantastic success in working together to meet changing times. As we move into the future, continued co-operation will be essential in achieving our goals.

I can't express my appreciation enough to the members of NDCU for electing me to the board for the past nine years. With your help, I would love to continue for another three year term.

Thank you once again for your support!



### Colleen Matte

I have been a member of the Nelson & District Credit Union since 2010 when I started working for the Kootenay Carshare Cooperative and began to understand the importance and impact of the cooperative model. The Occupy movement strengthened this resolve and I became an advocate of local credit union banking, encouraging my friends and relatives

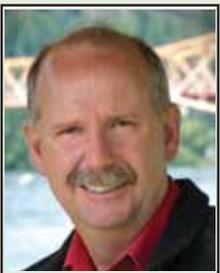
to make the switch. I believe that investing locally strengthens our community resilience. Using our dollars as our vote is one of the most effective and empowering ways individuals can make a difference.

As the Executive Director for the Kootenay Carshare Cooperative I understand small business member needs; as a first time homeowner I can commiserate with individual

members. I was approached by an existing board member about this opportunity and felt it was a good fit. I have recently completed my Masters in Environment and Management and now have more time to contribute to my community. I have worked with several non-profits in the area as a grant writer and project manager over the last 15 years in the social services and environmental field. These experiences have given me the knowledge to understand financial statements and budgeting.

As the Nelson Area Director I look forward to a wonderful learning opportunity that will enrich my future contributions to our wonderful and eclectic community. Democratic participation is a gift of the cooperative model. If you are voting, thank you, please encourage other members to vote too!

## Thank You Mark Martin - Retiring Rossland Director



### Mark Martin Steps Down As Rossland Director

Mark Martin, a long-time NDCU Director representing the community of Rossland, has announced that he will not seek re-election this year.

Mark been a passionate voice for Rossland throughout his six-year tenure as director, ensuring that community concerns are addressed by our manage-

ment. He's served on all of the board committees, including the Executive Committee, as our representative on the Kootenay Credit Unions Peer Group, and as our NDCU rep on the Kootenay Insurance Services Board.

He's also organized some great social events in Rossland for both NDCU staff and board, and never fails to pitch in for Rossland community festivals and events.

Mark's contributions will be missed at the NDCU board table, and I want to publicly express my thanks to him for his efforts. We didn't always agree – but that's not what a director's job is about. To be an effective director, it's necessary to not be afraid to state your opinions, and Mark has never had that problem.

On behalf of the entire NDCU Board, "Best of luck, Mark, and enjoy the extra time you'll have for those outdoor sports that you love so much."

John Edwards,  
Chair of the Board of Directors

## Acclaimed - Director East Shore Representative Area



### John Edwards Re-elected for Three Years as East Shore Director

John has been elected by acclamation to once again represent the East Shore membership of Nelson & District Credit Union on the Board of Directors. He has served on the board since 1997 and currently serves as Chairman.

"I want to thank my fellow East Shore residents for having the confidence in me to allow me to continue serving as their Director. As always, I'm proud to be part of an institution that gives so much back to our community. I'll strive to ensure that NDCU remains "Logically. Locally," the best financial services provider in our area, and that we do even more for our communities in the years to come."

## Acclaimed - Director Rossland Representative Area



### Karina Farr

I'm very pleased to join the Nelson & District Credit Union Board of Directors as a first term representative for the Rossland Representative Area. Our credit union is so important for our local economy and communities, and I'm honoured to represent you, the members, in guiding this organization.

communities, and that ensure our credit union is a progressive and relevant organization.

For the past ten years I've worked in management for co-operatives and credit unions, in Alberta and Manitoba. I participated in developing board and operational level policies, as well as led several community and environmental programs. Most of my experience focuses on Corporate Social Responsibility and how a business or organization can make the community and environment better by its presence. I strongly believe in local, co-operatively owned entities and I look forward to contributing my skills to the success of our credit union.

Thank you for this opportunity to serve and represent you.

Our credit union faces many challenges and opportunities that require us to change and improve. How we embrace these changes determines our success. I plan to do my best to contribute to decisions that ensure the health of our credit union, members, and



# GET YOUR VOTE ON IN APRIL

## Credit Union Board Elections

Every year Nelson & District Credit Union holds elections to fill vacancies on its board of directors.

Subject to eligibility, Credit Union members participate in elections by voting for representative candidates.



## Where in the [www.orld](http://www.orld) are our reports?

Visit us online at [www.nelsoncu.com/CorporateReports](http://www.nelsoncu.com/CorporateReports) after April 1, 2015 for our 2014 Consolidated Financial Report, 2014 Community Investment Program Report, 2014 Annual Report and 64th AGM Package!

## Nelson & District

CREDIT UNION  *Logically. Locally.*



## BANKING SYSTEM UPGRADE

Thanks for checking in...exciting changes are on the way.

Members expect innovative products and efficient service. We are enhancing our banking system to offer the services members have been asking for.

Be sure you are ready by staying up-to-date with information and communications found in your branch, from our staff and at [www.nelsoncu.com/switch2](http://www.nelsoncu.com/switch2) for the most current information.

While we'll make every effort to ensure **SWITCH 2.0** has minimal impact on your day-to-day banking, you will see some changes and experience some interruptions in service.

As more details become available we will communicate any and all updates regarding:

- the official date
- the enhancements
- the impact to members
- the steps to prepare
- the **SWITCH 2.0** weekend hours of operation

Our staff is working and training tirelessly to ensure **SWITCH** goes as smoothly as our last upgrade. When the upgrade is finished we ask for your patience and understanding during the transition.

Once **SWITCH** is complete, you may experience some delays in daily transactions as staff grow accustomed to the new banking system. Please understand that, in the short-term, there will be an increase in demand placed on staff as they address inquiries related to the upgrade. You may experience longer than normal wait times and we apologize, in advance, for any inconvenience.

Regards, NDCU & the **SWITCH** team

### SWITCH 2.0 General FAQ's

#### What is a banking system upgrade?

A banking system upgrade means that we are changing the technology that we use to serve members.

#### What does a banking system do?

Its primary function is to accurately maintain all member account and balance information.

#### Why are you upgrading to a new banking system?

Upgrading to a next generation banking system allows us to increase efficiencies and allow us to offer the services our members have been asking for.

After the initial learning period staff will be able to provide members with more information and better service. Please be patient with staff post-**SWITCH** as we learn this new system.



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