



Christian Credit Union Ltd. DIFFERENCE

Spring 2007

Serving members of the Reformed Christian community since 1952



/ Winners

The Student Banking Program is offered through eight Christian schools in Alberta to help students learn to bank and save money while earning bonus interest benefiting the student. The school also receives a matching bonus.

To increase interest in the program, a contest was held in January and February which tied into Canada's favorite winter past-time, hockey. Students who made deposits to their  or  accounts could enter their names into a draw to win Edmonton Oilers and Lethbridge Hurricane tickets. Interest in the contest was unprecedented. At some schools, students were lined up and couldn't wait to make deposits and enter the draw.



Winners of Edmonton Oilers Tickets were:

- ① Cecilia Baguiwong – grade 5 Edmonton Christian NE
- Kelly Taylor – grade 2 Edmonton Christian West

Winners of Lethbridge Hurricane tickets were:

- Nathan Beusekom – kindergarten Providence Christian
- Jennifer Gritter – grade 6 Coaldale Christian
- Melissa Oostenbrug – grade 3 Coaldale Christian
- ② Jeremy Vanbelle – grade 2 Immanuel Christian Elementary

Thank you to all students who entered the contest and congratulations to the winners.



The Society for Christian Education in Southern Alberta ('SCESA') sets up \$250,000 operating line

In 2004, one of Alberta's largest independent Christian Schools switched their day-to-day banking to Christian Credit Union. **Les Visser**, CMA, secretary-treasurer of the Society, commented on how easy and convenient it was to SWITCH. SCESA utilizes the credit union's Internet-based Automated Funds Transfer program that allows parents to pay tuition by withdrawing funds from their accounts at various financial institutions. Recently, Christian Credit Union was pleased to provide a \$250,000 operating line to SCESA.

SCESA, operating Immanuel Christian School, has three campuses in southern Alberta providing Christian education for 690 students from K-12 in a geographical range of over 250 kilometers.

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DO A FAVOR, PASS ON THIS NEWSLETTER.

CEO's Message: Year in Review



Peter Lindhout
CEO

Spring has arrived and we are pleased to present to you another edition of the Christian Credit Union "Difference" newsletter. Our goal is to provide products and services that meet your needs and by doing so, make a difference in the Reformed Christian community. Several items of note:

- Lethbridge branch recently celebrated a milestone by reaching \$10 million in loans. The branch has also achieved profitability as a stand-alone entity. We commend the staff of the Lethbridge branch for their diligence and thank members for their support. We are continually increasing our knowledge and experience in agricultural lending and encourage members to contact **David Klingenberg**, Loans Manager for their lending needs. Renovations to the Lethbridge branch are anticipated later this year which will enable our staff serve you better.

- Upon the heels of our successful "One size fits all?...We have RRSP options that fit" campaign, we have launched a

"Bank Where You Make a Difference Loan Sale and Mortgage Promotion". If you require help in financing a car, buying a home or need funds for any other worthwhile purpose, please give our lenders a call.

- At Credit Union Central Alberta's Annual Meeting, for the 9th year in a row Christian Credit Union has received the award for the Best Long Term Performance which is a measure of financial excellence over a five year period. In my opinion, this is the best award to win as it demonstrates financial strength and viability. This award is a testament to the hard work and dedication of staff & Board as well as the loyalty and commitment of our members.

- In addition to this award, Christian Credit Union was recognized for outstanding membership growth – an increase of 10% over the previous year finishing 2nd in the province. Our Lethbridge branch made a large contribution to this growth in members. We are now privileged to serve over 10,000 members.

Thank you to our members for your support of Christian Credit Union and all the staff for their contributions.

Lethbridge Information Meeting & AGM Highlights

The Lethbridge Information Meeting was held February 16, 2007 at Coalhurst Community Centre. A delicious meal was served by Providence Christian School Auxiliary. Members and guests were entertained by **Jacquie Selles**, piano and **Matt Vandyk**, guitar. After dinner, the meeting was held. The information which was shared included financial results, an outline of products and services available and an update on proposed renovations to the Lethbridge branch.



Long-time supporter and member **Peter Schalk** was elected to the Lethbridge Advisory Committee. Peter replaces his brother Casey, who passed away in 2006 after battling cancer.

Christian Credit Union's Annual General Meeting was held February 23, 2007 at the Italian Cultural Centre in Edmonton. Attendees were serenaded by the musical talents of **Jim Cupido**, violin and **Jack Telman**, piano.

The dinner speaker was **Ray Pennings**, Vice President of Work Research Foundation (Calgary) whose presentation was entitled "Can Christians make a difference in politics today?" Ray related a story about British parliamentarian William Wilberforce who campaigned to abolish slavery for 48 years.



The Emancipation Act which freed all slaves in the British Empire was passed 3 days prior to his death. Ray stated that politics follow culture and emphasized the process of change is bottom up vs. top down. Ray encouraged audience members to continue to work together to 'build cathedrals' (i.e. churches, schools, families) and make a statement to others.



After the meal, the AGM was held and financial results were shared. Several guests also brought greetings. Election results were announced at the AGM. Elected to a 3-year term were **Loretta Monsma** and **Andrew Wolthuis**. Retiring board members **Ellen Vlieg-Paquette** and **Will Woudstra** were thanked for their service. Will was specifically recognized for eighteen years of service to Christian Credit Union – twelve years on the Board (many as Chair) and six years on the Supervisory Committee.

Staff Notables

Jim Hummel, CFP, Manager, Marketing and Financial Planning, completed a comprehensive course on priority senior issues on January 2, 2007. The course is conducted by the Canadian Academy of Senior Advisors, the Canadian licensee of the Society of Certified Senior Advisors, an International organization that has trained over 19,000 professionals in North America. Successful participants complete a thorough examination to earn the Certified Senior Advisor, CSA™ designation. This course will help in meeting the needs of fifty-plus and senior members.

In February 2007, staff surprised Jim with cake and flowers upon reaching 10 years of service with Christian Credit Union. Thank you, Jim, for helping members achieve their life-planning goals.

Peter Lindhout, CEO celebrated 20 years of service with Christian Credit Union in January 2007. Having worked previously for several large financial institutions, Peter and his family moved to Edmonton in 1987 to assume the role of General Manager. Under Peter's tenure, the credit union has grown to a full-service financial institution serving over 10,000 members with on- and off-book assets of approximately \$150 million. Peter is anticipating retirement in summer 2008. Thank you, Peter, for years of faithful and dedicated service.

Your old eyeglasses can make a world of difference



Wondering what to do with your old glasses? Are they collecting dust and taking up space in your kitchen or office drawer? Drop them off at Christian Credit Union. For many years Edmonton branch has provided a drop-off box for members to donate used glasses.

The Eyeglass Recycling Program is offered by the Lions Club International in partnership with the Calgary Correctional Center (CCC). CCC offenders are provided with the opportunity to contribute in a meaningful way to the global community by recycling the glasses and redistributing them to people in the developing world

Christian Credit Union is pleased to now offer this service to members of both Edmonton and Lethbridge branches. For more information about this program log on to www.clerc.ca.

Home Buyers Seminars

In the month of March, both Edmonton and Lethbridge branches hosted 1st time Home Buyers Seminars. Entitled "A step-by-step guide to buying your first home", the seminar is designed to assist first-time buyers with the sometimes intimidating process of purchasing their first home. Helping out at the Edmonton seminar were **Sid Vandermeulen**, realtor, Ada Realty and **Jason Van Doesburg**, barrister and solicitor. **John Bekkering**, realtor, Sutton Group and **Frank deWalle**, barrister and solicitor, participated in the Lethbridge seminar. Thank you to all the participants and especially to Sid, Jason, John and Frank for sharing your expertise.

DID YOU KNOW?

Qtrade Investor Online Brokerage was rated Canada's #1 on-line brokerage by the *Globe and Mail*. In its' 2006-07 On-Line Broker Rankings, Qtrade Investor received the highest score in Customer Satisfaction. If you are considering buying and selling securities without the need for professional advice, check out the information and apply on-line through www.christiancu.ca.



Qtrade Investor is a division of Qtrade Securities Inc., member IDA and CIPP.

Staff Profile: Amy Falk

Edmonton branch members may have noticed a new staff member in the Member Service area. Amy Falk started working at Edmonton branch in October 2006. Amy previously worked in the food service industry after graduating from Parkland Immanuel Christian School, Edmonton in 2005. Amy indicates that what she enjoys most about working at the credit union is meeting new people. She appreciates that credit union members are treated not like customers but more like family.



Amy's interests include soccer, rollerblading, reading and spending time with friends and family. In the future, Amy would like to travel and participate in a mission trip. Amy is very excited to do profession of faith in May 2007 at St. Albert Canadian Reformed Church.

Welcome Amy!





PLANNER'S CORNER

TIDBITS AND MYTHS ABOUT AGING

Jim Hummel, CFP

On January 2, 2007, I was granted the Certified Senior Advisor, CSA™ designation. My studies have helped me to better meet the needs of Christian Credit Union's 50 plus and senior members. Below are some interesting tidbits and myths about aging:

- In the history of the world, two-thirds of all people who have lived past the age of 65 are alive today.
- Baby boomers – those born between 1946 – 1964, following WWII – will continue to have a profound impact on Canada's demographics. The first round of Canada's 10 million baby boomers will reach 65 starting in 2011. Baby boomers account for approximately 1/3 of Canada's population.
- In 2000, about 1 out of 8 people in the population were aged 65 and older. By 2026, 1 out of every 5 people will be a senior.
- Most seniors live in their own home and 'age in place'; independence is their number one priority. Just 5% of men and 9% of women over age 65 live in health care facilities; most are 85 and older. These percentages have declined since 1991.
- A new phenomena entitled the 'sandwich generation' is occurring – many Canadians are sandwiched between children & grandchildren and parents & grandparents and may become the primary caregiver of several generations.
- Average income for an individual senior in Canada is just over \$21,000 per year. Income for senior men is higher than that for senior women by almost \$10,000 per year.
- 77% of seniors donate to charities, the largest proportion of any age group.
- Falls account for 85% of the injury-related hospital admissions for seniors.
- 27% of senior men and 34% of women experience chronic pain.
- #1 overall stress in aging is hearing loss. Tips in communicating with seniors who have experienced hearing loss are to avoid yelling, lower your tone, talk face-to-face, pronounce your words, eliminate extra noise and have them repeat message back to you.
- Centenarians (seniors over 100) naturally shed stress, maintain a level weight, don't smoke, have activities every day, maintain strong relationships, use humour as a coping strategy and participate in self-expression (music, poetry, etc.) and mind-challenging activities.

Like me, perhaps you found this information interesting. The challenge for all of us is to be aware of changes occurring with our loved ones and respond appropriately.

Lethbridge branch hours are changing May 1, 2007

Lethbridge branch is closing 1 hour earlier on Fridays. New Lethbridge branch hours are Monday – Friday 9:30 am – 4:30 pm.

The decision was made due to the minimal in-branch traffic during the hour, members' increased use of automated services and the need to provide staff time to effectively implement the Member Service Excellence (MSE) program. MSE is a series of staff meetings which focus on member service, service excellence, product training and member feedback.

Bank Where You Make A Difference



LOAN Sale

- Earn up to a 1% discount on your personal loan
- The more banking you do at Christian Credit Union the more you save

MORTGAGE Promotion

- Appraisal fees covered
- Legal fees covered on mortgage transfers

*Some conditions apply, limited time offer



Visit, call or write us at:

Christian Credit Union Ltd.

Telephone banking (TeleService®):

1-800-307-8353

Internet banking: www.christiancu.ca

email: christianmemberservice@alberta-cu.com

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