



Emmanuel Home Nearing Completion

Christian Credit Union is pleased to partner with Emmanuel Home and provide financing for their new north wing construction project. We have been watching this project since spring 2018 and it is exciting to see it nearing completion. The north wing features spacious one-bedroom (800 sq ft) or two-bedroom (1126 sq ft) suites and will be joined to the existing east wing by a new common/social area for all residents. More than 80% of the suites are already confirmed but there are still several suites to choose from. So, if you or a loved one would like to live in a supportive and loving Christian retirement community, please contact Sonja at 780.478.2051 or sonja@emmanuelhome.ca.

\$248,816 Shared With Members

We appreciate your business and one of the ways we give back to our members is through Profit Sharing. This year the Board was pleased to provide the following:

- 2.6% Dividends on common shares
- 2.0% Rebates on interest paid by members
- 2.0% Bonus on interest paid to members

In November, one half of the Profit Sharing was deposited to your account and the other half was deposited into your Common Share account.



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PM 43554019

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John Veldkamp, CEO

CEO Message

Now that the fun and busyness of the Christmas season is behind us, we look with hopeful expectation at the new year and, in this case, a new decade. As Christians it is natural to wonder: Is 2020 the year Jesus will return on the clouds of heaven to establish a new heaven and new earth? Living in hope helps us work through the brokenness in this world and reminds us to turn to our Saviour Jesus Christ when God allows us to experience challenges we can't handle on our own.

For me the start of a New Year is a time for reflection. I thank God for the many ways we have been blessed over the past year and I think about how I can best serve the Lord in the coming year. I am feeling even more reflective this year now that I have completed 20 years of service at our Credit Union. In some ways it is hard to believe it has been 20 years already and I feel extremely privileged to work with such a great organization for so many years. I was hired as a Commercial Loans Officer in November 1999 to fill the void left by Etje Groenewold's retirement and at that time our Credit Union had just under \$39 million in assets. There have been a lot of changes over the past 20 years and today we are a \$220 million Credit Union that is open to all Christians. I am thankful that despite my weaknesses God has allowed me to participate in the many ways He has blessed our Credit Union and its membership.

I am particularly thankful for all the great people that I have worked with at the Credit Union. I mentioned in the last newsletter that we have quite a few new faces and, for that reason, we decided to bring all of the staff together on November 26 to discuss our plans for 2020 and enjoy some fellowship. It was so helpful to have everyone face to face to build relationships and teamwork. Thank you to our members for understanding that to make this happen, our Lethbridge office was closed on November 26 and 27 and our Edmonton office was closed during the afternoon of November 26.

I also mentioned in the last newsletter that we are partnering with Emmanuel Home, Mission Thrift Store and Rehoboth Christian Ministries to increase our membership numbers. We have had a few successful events already and we look forward to continuing this partnership in 2020. To help people outside our historical groups of members hear about us, we have partnered with the Shine FM Christmas Miracles Campaign. Not only do we get to advertise on radio, but we also get to spread Christmas cheer and support a worthwhile charity. We are finding that when Christians hear about us, they are excited about the opportunity to join a financial organization that aligns with their Christian values. We are having great conversations with many "new to us" faith communities and we are confident that we are on track to add 500 new members.

In 2020 there will also be an opportunity for more member engagement since we will have an election of directors for the first time in several years. This year we have three vacancies: Bruce Adema, Ed Spronk and Mike Vos have each completed two three-year terms on the Board. We appreciate the contributions Bruce, Ed and Mike have made in representation of our members. Thank you also to Mary Lynn Huizinga, Eric Nederlof, Johan

Vandenbrink and Andrew Wolthuis for your willingness to serve on the Board. Details on the election can be found elsewhere in this newsletter.

Finally, I am happy to report that our Credit Union was blessed with another profitable year in 2019. This means that we were also able to share over \$248,000 in profit sharing with our members. Profit sharing with our members is an important difference between a Credit Union and a bank. Our profitability is down from the previous year but in line with our Return on Assets over the past several years. We spent much of the past year focused on building our knowledge on how to be financial ambassadors for Christ and we are excited to see what opportunities God will give us to use this knowledge for the benefit of our members.

When I look back on the past year (and my 20 years at the Credit Union) there is plenty of reasons to praise God and the Bible verse that comes to mind is Eph. 3: 20, 21:

Now to him who is able to do immeasurably more than all we ask or imagine, according to his power that is at work within us, to him be glory in the church and in Christ Jesus throughout all generations, for ever and ever! Amen.

I am sure that the 15 people who started our Credit Union in 1952 could not have imagined where we are today and I am excited to see the amazing things God has in store for our Credit Union in the future.

May you and your family experience joy and peace from our faithful God and Saviour in 2020!





Staff Notables

Congratulations to **John Veldkamp**, CEO who celebrated his 20th anniversary in November. Here is a message from our Board President, Henry Bosch:

"On behalf of the Board, I offer congratulations to John on his 20 year milestone at Christian CU, with 11 years as CEO. The Board is thankful for the leadership and service John has provided to our members, staff, and the Board over the last 20 years, and look forward to God's continued blessings in the future."



Congratulations to **Carolyn Woudstra**, Executive Assistant, who celebrated 10 years of service in December. Carolyn assists the CEO with a variety of administrative tasks and ensures good communication between management and the Board.

Welcome to **Neil Loogman**, Finance & Risk Administrator. Neil has previous experience as an accountant and has completed his Chartered Professional Accountant examination.



Pete Peters

Director, Member Experience

Pete began working at head office of Christian Credit Union in June of 2019. Pete is responsible for and oversees the personal and business banking teams in Lethbridge and in Edmonton. Pete has many years of banking and management experience in various roles, most recently as Branch Manager at a credit union in Ontario.

Pete and his wife Mary have 3 teenage children and they all attend Grace Point Church of God in Edmonton. Pete and Mary were very active and involved in various church ministries in Ontario and they are starting to get connected here at Grace Point as well.

Moving to Alberta was not a decision that was taken lightly but Pete and Mary felt compelled to follow God's calling. Pete is excited to be able to apply his previous work experience from a faith based credit union to practice here at Christian Credit Union and thankful for an environment where he can lead and equip staff to provide exceptional member service.



Amber Tabian

Personal Banking Advisor

Amber joined our Lethbridge branch in July 2019 and has 19 years of previous banking experience. Amber, her husband Robert and their son Tyler attend MIZ City Church in Lethbridge. Amber volunteers as a Sunday School teacher, food preparer and kitchen manager.

Amber's family has 3 dogs and they also cheer for the Vancouver Canucks, which causes some rivalry with the extended family. She also enjoys cooking and baking, painting and knitting and spending time in the great outdoors.

Amber encourages members to be good stewards of the resources God has given to them. She helps them understand our various products and services and gives advice from a biblical perspective. This includes separating wants from needs and seeking God's will in our decisions.

Lethbridge

Wednesday, March 4
Coaldale Christian School
2008 8 St, Coaldale, AB
5:30pm - Doors | 6:00pm - Dinner
7:30pm - Business meeting and entertainment

Edmonton

Wednesday, March 11
Old Timers Cabin
9430 Scona Rd NW, Edmonton, AB
6:00pm - Doors | 6:30pm - Appetizers
7:30pm - Business meeting and entertainment

Annual Meetings

Has your advisor helped you determine how much is enough?

Call us or visit our website and learn how
to find financial contentment in 7 steps.

Join us and we'll make a donation to a community partner.*



RRSP Deadline: March 2, 2020

Edmonton: 780.426.7165
Lethbridge: 403.328.0711
www.christiancu.ca



Christian
CREDIT UNION

*Limited time offer. Some conditions apply.

Interac Flash®))))

The fast and easy way to pay.

Top 3 Myths Debunked



Myth #1

Fraudsters can use a transmitter to steal my financial information from my wallet.

Not true. *Interac Flash* uses EMV-based secure chip processing, instead of magnetic stripe data processing. This protects *Interac Flash* against skimming, counterfeiting, and transaction replay types of fraud. The information on an *Interac*® Debit card cannot be unwrapped or duplicated to produce a counterfeit card or transaction. Basically, the information on your card is useless to a criminal.

Myth #2

I might pay for something by standing too close to a merchant terminal with an *Interac Flash*-enabled debit card in my wallet.

Not true. To start, your card needs to be less than 4 centimetres away from the terminal and positioned at a particular angle in order to make a purchase.

Myth #3

If my *Interac Flash*-enabled debit card is lost or stolen, my bank account could be emptied before I even realize it.

Not true. Spending limits require the cardholder to enter their PIN once set limits are reached. Typical limits are \$100 for single transactions and \$200 cumulative limits. Consumers using *Interac Flash* are also covered by the *Interac Zero Liability Policy**.

*Protection applies to losses resulting from circumstances beyond your control. Some conditions apply. See your financial institution for details. *Interac*, the *Interac* logo, *Interac Flash* and the *Interac Own your world* design are trade-marks of Interac Corp. The Contactless Indicator mark, consisting of four graduating arcs, is a trademark owned by and used with permission of EMVCo, LLC. For more information on *Interac Flash*, visit interac.ca.



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your
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Cash Management Services

Check out these great payment solutions for business owners.

Square

Square has everything you need to start, run, and grow your business. From payment processing to real-time sales tracking, Square makes it simple to manage your entire business from one place. Accept payments fast from anywhere. Square has hardware solutions that let you ring up items quickly in your store and on the go. Take care of inventory, digital receipts, sales reports, and more, all from Square's free point-of-sale app.

Merchant Services

Everlink Payment Services provides our business members with some of the lowest processing rates, the best service quality, and a leading-edge technology which allow you to accept Interac, Visa and MasterCard payment cards securely through counter top, WiFi and Bluetooth, or Long-Range Wireless Solutions.

Business Pay

Business Pay is a web-based solution that allows you to manage and collect payment of funds efficiently. Initiate Direct deposit of payroll and accounts payable items. Collect payments for loans or mortgages, accounts receivable, strata or condo fees, and more.

To learn more or to sign up for these services, visit www.christiancu.ca or contact a Business Banking Advisor.

Credit Cards

Why choose World Elite Mastercard for personal use?

- You earn 2 reward points for every \$1 spent which is 2X what most other cards earn. Reward points can be used for cash back, merchandise, gift cards and travel.
- You get travel benefits that can only be found on select cards including emergency health care coverage of up to \$5,000,000 and a duration of up to 48 days.
- You'll easily cover the \$120 annual fee if you spend \$1,000 or more on your card per month. We encourage you to pay your balance off monthly.

Contact a branch and find out if the World Elite Mastercard is right for you.

Apple Pay is here.

Apple Pay offers an easy, secure and private way to pay on iPhone, iPad, Apple Watch and Mac. Christian Credit Union Collabria credit cards can be used with Apple Pay to pay on the go at merchants who accept contactless payments, in participating apps and on the web. Apple Pay will provide real-time notifications and details for your purchases when you use Apple Pay on iPhone or iPad.

Visit www.christiancu.ca to learn how to use Apple Pay with your Christian Credit Union Collabria credit card today.



Board of Director Nominees

Elections will be conducted at Edmonton and Lethbridge branches from January 20 – February 14, 2020. All adult members are eligible to vote for Board of Director nominees. If you are unable to vote 'in branch', a mail ballot must be requested in writing with your name, account number and signature, no later than January 24, 2020. Mail ballots must be received no later than February 14, 2020.

We are investigating the option of electronic voting. If this becomes available, we will provide details in branch and on our website.



Mary Lynn Huizinga

Mary Lynn is bookkeeper for HWL Family Enterprises and part owner of Computronix, a software development company that provides regulatory software to government clients. She is a host for the University of Alberta

homestay program and was a home educator with the School of Hope.

Mary Lynn and her husband have 7 children. They attend West Edmonton Christian Assembly where Mary Lynn has volunteered in various roles for the past 22 years. She has also served on various homeschool Boards. Mary Lynn believes that we are stewards of all that God has entrusted to us and this should affect how we spend our time, money, relationships, and assets.

This nominee was recommended by the Board.



Johan Vandenbrink, CPA, CMA

Johan is a Chartered Professional Accountant, having received his designation in 1981. He has worked in public practice, for a local theatre company, and has been self-employed for the last 21 years. His

clientele are primarily small businesses and individual personal tax returns.

Johan has been married for 34 years and has 4 adult children. He and his wife have attended Bethel Community CRC for 30 years. Johan has served there twice as treasurer and is also treasurer of his community league. He also enjoys sports, reading and spending time with family.

This nominee was recommended by the Board.



Eric Nederlof

Eric is a Labour Representative at the Christian Labour Association of Canada (CLAC) where he has been employed for 28 years.

Eric and his wife Winona have been married for 30 years

and have 4 children. They attend Crestwood Presbyterian Church (PCA). Eric serves as an Elder in his church and leads Sunday school and other children's programs. He has also coached several community and school sports teams.

Eric has been a Christian Credit Union member since 1996. He is a strong proponent of our mission which is to encourage people to be good stewards of the financial resources God has given to them.

This nominee was presented by the membership.



Andrew Wolthuis, CET, GSC

Andrew has been involved in a variety of construction projects in Western Canada, including the oilfield, for the past 35 years. Andrew formed and continues to manage Alpha Construction, and exemplifies Alpha's

values of integrity, safety and social responsibility. Andrew works alongside all the Alpha employees and demonstrates his leadership abilities by sharing his knowledge and experience of the construction industry. Clients, contractors and consultants continue to seek his experience and expertise.

Andrew has been married for 35 years and is a member of Trinity Christian Reformed Church. He has been a member of the Credit Union for over 50 years.

This nominee was recommended by the Board.

Responsible Investing

The NEI Approach

We would like to share with you some exciting new things about our relationship with NEI and highlight some of the reasons why, for close to twenty years, NEI has grown to become such a close partner of Credential Asset Management Inc. at Christian Credit Union.

The most recent development is the launch of NEI Private Portfolios. This is an incredible new offering suited for members who have accumulated a higher level of invested assets and are seeking a more sophisticated investment solution and portfolio strategy. As your wealth grows, the investment tools we offer change to match your needs.

Highlights of NEI Private Portfolios include:

- A complete, fully diversified portfolio through a single investment.
- Advanced portfolio construction and active asset allocation strategies to safeguard assets and capitalize on opportunities.
- Exclusive access to industry leading investment managers from around the world.
- Environmental, social and governance (ESG) principles incorporated into the investment process by all managers.
- Competitive pricing.
- Available to investors with a minimum \$100,000 of investable assets.
- **Are exclusively available through Credential Asset Management Inc. at credit unions including Christian Credit Union.**

NEI has become Credential Asset Management Inc.'s largest partner in providing mutual fund investment options for you, our members. A major reason for this is the way that NEI's responsible investment philosophy aligns with our Christian values.



Make money while making a difference.

What is responsible investing? It means investing in mainstream, multinational companies based upon their financial performance AND environmental, social and governance (ESG) factors. It is more than screening for “good and bad” companies. It is actively working with the companies being invested in (having influence and a seat at the board table) to make improvements in their environmental, social and governance practices.

“Our focus on responsible investing means NEI’s approach to wealth management aligns nicely with the core values of the Christian Credit Union,” says Will Omar, Co-Head of Sales at NEI Investments. “We demand a lot from the companies we invest in, and in doing so, we believe we can achieve better outcomes for our partners and clients.”

While returns cannot be guaranteed, an argument can be made that investing responsibly does not need to come with a discount on performance. In fact, the argument can be made that investing in poorly governed companies exposes one to even greater risk of underperformance.

In 2018 NEI added two new “Responsible Screens” to their automatic exclusions criteria which we’re very pleased to see. Now, any NEI fund that includes the letters “RS” in the fund name, will automatically exclude companies that derive a significant portion of their revenue from the tobacco, weapons, nuclear power, gambling and pornography industries. The last two being the newest Responsible Screens.

An article from Northwestern University’s Kellogg School of Management stated “People are revisiting

the relationship they want their capital to have in the world. They are seeking a role for capital to play beyond just maximizing profits for a given level of risk, and they’re thinking about social and environmental issues that can be addressed through investment” (What is the Future of Impact Investing – Kellogg Insight, Dec. 2, 2016).

We are hearing from our members, that it is important that their values be aligned with their investment plan – which includes the types of companies they are invested in. For this reason, NEI has become a strong partner with us in providing you, our members, with an investment option that reflects some of the values we hold.

Please give us a call to learn more about responsible investing and how we can assist you with your financial planning needs.

David van Berkel, CFP®, CKA®
Financial Advisor
Christian Credit Union
Credential Asset Management Inc.

Mutual funds are offered through Credential Asset Management Inc. Northwest Funds, Ethical Funds and NEI Investments are registered trademarks of Northwest & Ethical Investments L.P. Northwest & Ethical Investments Inc., is a wholly owned subsidiary of Aviso Wealth Inc. (“Aviso”). Aviso is a wholly owned subsidiary of Aviso Wealth Limited Partnership (“Aviso Wealth LP”) which in turn is owned 50% by a limited partnership owned by the five provincial Credit Union Centrals (the “Centrals”) and the CUMIS Group Limited.

Commissions, trailing commissions, management fees and expenses all may be associated with mutual fund investments. Please read the prospectus before investing. Mutual funds are not guaranteed, their values change frequently, and past performance may not be repeated.