



Henry Bosch, President

Message From the Board

Dear Members,

Over the past few months, we have experienced significant uncertainty. Recently, the Queen gave a speech referencing the need to encourage the children of Britain as they were being sent into the country away from their parents in WWII. We too are experiencing a time of separation from family, friends, and our congregation members. This is troubling, and understandably causes stress. The book of Ecclesiastes opens noting that there is nothing new under the sun and concludes with advice to fear God and keep his commandments. God's Word and instruction will bring us through!

The Board of Directors for the Christian Credit Union has taken steps to ensure that we are providing the responsive and flexible leadership required during this time of social and economic uncertainty. These steps include more frequent contact between the Board Executive and our CEO John Veldkamp, and specific reporting on the impact of the coronavirus pandemic to the Board by management to ensure we have current data on how the crisis is affecting our members. We recognize that at all times God expects us to *"use whatever gift you have received to serve others, as faithful stewards of God's grace in it its various forms"* (1 Peter 4:10).

As Board of the Christian Credit Union, we will endeavor to faithfully steward the resources of our members during this difficult time.

The Board also wishes to express appreciation to our CEO, John Veldkamp, his management team, and all the staff for their diligence, flexibility, and professionalism in responding to this pandemic. We have every confidence that the needs of our members will continue to be met by the Christian Credit Union through the commitment and competence of the Christian Credit Union staff.

The Board and our Christian Credit Union team loves the Lord and our members as ourselves. We place our trust in Christ Jesus and his healing power over our broken world. The Board and the Christian Credit Union team also covet your prayers during this time. We are here to help. If you have uncertainty about your finances, please reach out to any member of the Christian Credit Union team.

On behalf of the Board,
Henry Bosch,
President

In This Issue:

- Update from John Veldkamp, CEO
- To Our Valued Members - Pete Peters
- Financial Relief Programs
- Market Turmoil and a Biblical Response
- Annual Meetings

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John Veldkamp, CEO

Update From the CEO

Welcome to this special edition of our Update Newsletter! This is a special edition because we are focusing on the different ways we can support our members as we deal with the impact of the COVID-19 pandemic. In addition to the information we have included in this newsletter, we are also referring you to our website to learn more about the details of the government programs, different ways to bank remotely, fraud prevention and tips for working remotely.

This is also a special edition because we are publishing this newsletter at the end of April rather than the end of May. The reason for this is that we are doing our best to get as much communication to our members as possible as we all go through significant changes in the way we live and work. For the most up to date information, you can check out our website or our social media channels on Facebook, Instagram and LinkedIn. We realize that this is not the best form of communication because it can be easily missed. We have tried an email message to members but we don't have up to date email addresses from everyone and some members don't have email at all. The newsletter gets mailed to each household so we hope you find this informative.

We are planning to change to a new app and online banking solution this fall, and this will give us the added ability to send messaging through our online banking channel. If you would like to stay up to date on what's happening at the Credit Union, we encourage you to provide us with your email address and cell phone number. Providing this information will help us transition you to our new online banking platform.

One major change that you may have experienced is that we are currently not open to walk-in traffic. We are certainly open for business and we are happy to meet with members in person if they make an appointment. This is a temporary measure that we started on April 20 and will continue until the end of May. We understand that this is an inconvenience but we made this decision in response to the Alberta Government's estimates that the spread of the COVID-19 virus will peak either early May or mid-May. Please don't hesitate to contact us if you have any financial needs. We certainly want to be there for you, we just ask that you make an appointment.

The main motivation for all of these virus prevention measures is to "*flatten the curve*" so that our health system does not become overwhelmed. We have additional motivation: our financial advisor Rob Drost is in need of a liver transplant and we want to do what we can to help ensure that there is an ICU bed available for Rob's liver transplant surgery once a liver becomes available. Our hearts go out to Rob, his wife Michelle, and the entire Drost family at this time of uncertainty. Please keep them in your prayers.

Just like Rob and his family have displayed hope and faith throughout their ordeal, we all need to calm our fears and anxieties with the hope and faith we have in our loving Shepherd, Jesus Christ. He promises in Psalm 23:6 that "*surely goodness and mercy shall follow me all the days of my life and I shall dwell in the house of the Lord forever*". We can rely on this promise because God always keeps His promises. I hope that you will find strength and comfort in all of God's promises.

COVID-19

Visit www.christiancu.ca or follow us on social media for the latest updates and resources.



Pete Peters
Director, Member Experience

To Our Valued Members

By the time you read this article, Christians all around the world will have celebrated Good Friday and Easter Sunday but I suspect that this year's celebrations were different for most of us than ever before. We are only a few months into 2020 and most of us have experienced more change in our daily lives and routines than we could have imagined. Many of us have participated in Good Friday and Easter Sunday services via the internet, some of us are working from home, and most of us are using technology in new ways - perhaps to buy groceries or communicate with our friends and family. Change is happening all around us and often by the hour. It is challenging to keep up with everything we are faced with but Christian Credit Union is here to walk this journey with you, to listen, and to determine how we can meet your banking and financial services needs.

As I reflect on the many challenges and changes that we are all facing during this time I am comforted and encouraged by the fact that our God is unchanging. Everything around us may change, but God remains the same throughout eternity. In Hebrews 13:8 His word says: *"Jesus Christ is the same yesterday and today and forever."*

What an amazing feeling of safety knowing that we serve a God who is the same yesterday, today and forever. I feel honored and humbled to be part of a team that provides our members with sound biblical financial advice while finding new and innovative solutions to your banking needs. We

have an incredibly hard-working team who is also adapting and finding new ways on how we serve you, our members. Some team members are working from home, some are learning new skills and others are working on new projects. However, what hasn't changed is our commitment to our mission of encouraging people to be good stewards of the financial resources God has given them. Our team is more committed than ever to provide you with an excellent member experience that may include the use of technology you are unfamiliar with and they may suggest financial solutions you are not aware of. How you do your banking and interact with us may be changing but our values and desire to continue building strong relationships with our members and community is not changing.

We are living in unprecedented times where much of the familiar has become unfamiliar. However, let's not get discouraged but rather let's look to Jesus, the One who is the same yesterday, today and forever. In Mark 10:45 His word says: *"For even the Son of Man came not to be served but to serve, and to give his life as a ransom for many."* This picture is so powerful and fitting during this Easter season and it reminds us to serve one another rather than to be served. Today, remember that Jesus is your rock. In a world of constant change, we can count on Him. May you and your family be blessed as you adapt to the changes you are faced with and may your faith in Him be the one thing that never changes.

Tips for Working Remotely

Learn how get the most out of your work day, be connected to people, and stay healthy while working from home.

Visit www.christiancu.ca or follow us on social media.



Staff Notables

Craig Panek is our new Business Banking Advisor Trainee. Craig has previous experience working with us as an intern and Business Banking Assistant. He will be graduating from The King's University with a Bachelor of Commerce degree this spring. Congratulations!

Welcome to **Brendan Van Doesburg**, Member Service Representative. Brendan has previous customer service experience and is a graduate of The King's University with a Bachelor of Commerce degree.

Hanna Vandenberg is our newest part-time Member Service Representative. Hanna has previous experience in retail and is studying at Lethbridge College. Welcome!

Liana Berezowski, our new Risk Coordinator, has previous experience teaching and working in financial services at a

Credit Union in Ontario. She recently moved to Edmonton and is excited to join our team.

Congratulations to **Cindy Kuntz**, Finance Administrator who celebrated 20 years of service in April. Cindy is responsible for a number of financial tasks related to the operations of the credit union. We appreciate your commitment and service to our members!

Farewell to **Teresa Vanderkooi** who retired in December. Teresa served in several roles over her 19-year career and most recently as Finance Administrator. Thank you for your service and may God bless you in your retirement!



In addition to Internet and Mobile Banking, we offer the following remote services:

Deposit Anywhere™

With Deposit Anywhere™, you can quickly and securely deposit cheques with your smartphone or tablet, from anywhere, day or night.

Here's how it works:

- Download the Christian Credit Union app and open it.
- Select your account and enter the amount
- Snap a photo of the front and back of your cheque
- Confirm the details and tap "submit". That's it.



Ding Fee ATMs

From BC to Newfoundland, credit union members have access to over 1,800 surcharge-free ATMs. Added up, that's a bigger ATM network than most banks.

Download the app or visit www.ding-free.ca



Deposit Drop Box

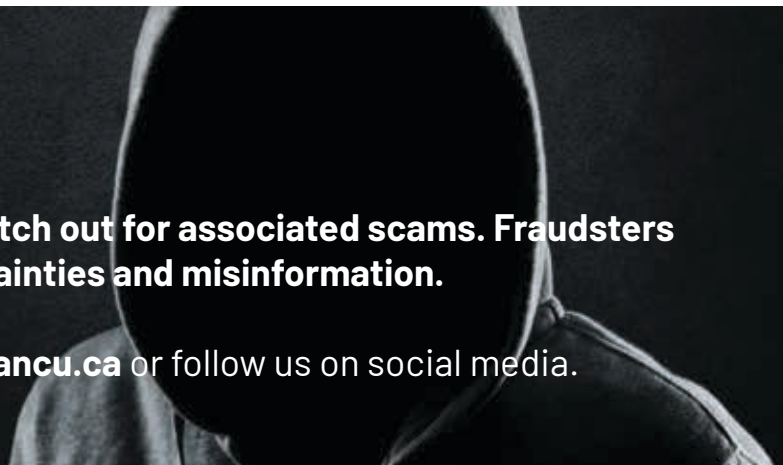
The Deposit Drop Box is available 24/7 and you can use it to deposit cash and cheques, as well as transfer slips, signed documents and information for our Advisors. Simply place your deposit in an envelope and include your first and last name, the type of account and account number you'd like your funds deposited into, and a current phone number if we need to reach you.

During business hours, the deposit drop box will be checked a number of times each day and items will be processed without delay. Items placed after business hours will be processed first thing the following business day.

COVID-19 Fraud

As COVID-19 continues to spread globally, watch out for associated scams. Fraudsters want to profit from consumers' fears, uncertainties and misinformation.

Learn how to protect yourself at www.christiancu.ca or follow us on social media.



COVID-19 Financial Relief Programs

Federal measures:



Employment Insurance (EI) changes to provide greater accessibility, including waiving the waiting period and medical certificate requirement.



Canada Emergency Response Benefit combines previously announced benefits and covers all workers who have lost their job or are quarantined, sick, or caring for family member(s) or children.



Family Benefits for low- and modest-income families including increases to the GST credit and child tax benefit, both to be paid in May.



Canada Emergency Wage Subsidy (CEWS) employers will be provided with temporary wage subsidies up to 75% of wages paid to employees for up to three months.



Near-term credit increases for farmers and the agri-food sector in the form of enhanced lending capacity for Farm Credit Canada.



Business Credit Availability Program allowing Business Development Bank of Canada and Export Development Canada to provide credit to small and medium-sized businesses.



Registered Retirement Income Funds required minimum withdrawal reduced by 25% for 2020.



Canadian Student Loan six-month interest-free moratorium on repayments.



Tax filing deadlines deferred until June 1, with payment deadlines extended until after August 31.



Mortgage payment deferrals from Canada's large banks for up to six months and the opportunity for relief on other credit products.

Provincial measures:



Emergency Isolation Support program providing single payment for workers who must self-isolate and will not have a source of income.



Utility payment holiday for residential, farm and small commercial customers to defer electricity and natural gas payments. Expected many municipalities will offer options to defer water, sewer, waste and recycling bills as well.



Alberta Student Loan six-month moratorium on repayments.



Corporate income tax balance and installment payment deferral.



Education Property Tax freeze/deferral with a freeze to 2019 levels and the option to defer the tax for six months.



Workers' Compensation Board premium deferrals where private-sector employers can defer premiums until early 2021 or apply for a rebate/credit.



Other provincial measures include 14 days of job-protected leave for isolation, residential Education Property Tax freeze at 2019 rates and extended expiry dates for licenses, vehicle registration and permits.

For more information, including links to each program, visit www.christiancu.ca.

Article
courtesy of:





David van Berkel, CFP®, CKA®

Financial Planning Update

For several years Christian Credit Union has partnered with Kingdom Advisors. The vision of Kingdom Advisors is to serve the public by creating a recognized and credible specialty of Christian financial, legal and accounting professionals within the financial services industry, offering biblically wise financial advice. We share a common belief that there is a need for a biblical approach to financial services. Our financial planning team, along with many of our team members at Christian Credit Union, have taken Certified Kingdom Advisor training and achieved the status of Certified Kingdom Advisor (CKA®).

There are several key message points that Kingdom Advisors offers us at this time of economic uncertainty that has happened as a result of the Covid-19 pandemic. We would like to share these with you. These points are in fact transcendent, and not only apply now, but are always applicable to us and our finances.

Market Turmoil and a Biblical Response **Message Points in Economic Uncertainty**

by Ron Blue

Fear is a normal human response to economic uncertainty.

Faith and Truth are the best ways to combat fear.

- Faith in God as the Owner, Provider, and Protector in our lives
- Practicing biblical financial wisdom (Truth) in our financial choices

Economic uncertainty is certain. There has never been a time period or a culture that has escaped cycles of financial uncertainty in its history.

The only thing we have control over is our checkbook (our financial priorities and choices).

We can be a thermometer (measuring what is going on, but having no control over the environment) or a thermostat (controlling the environment) as we choose our focus and make our financial choices.

Biblical financial principles will apply in any economic scenario:

- spend less than you earn
- avoid debt
- maintain some liquidity
- set long-term goals
- give generously

Biblical principles of investing will apply in any economic scenario:

- maintain a long-term perspective (Luke 14:28)
- seek wise counsel (Proverbs 19:20-21)
- diversify (Ecclesiastes 11:1-2)
- monitor your anxiety (Philippians 4:6-7)

To be financially free, we must recognize that God owns it all (Psalm 24:1) and steward his resources with an open hand.

We encourage you to view a special message by Ron Blue, titled Fearless – Market Turmoil and a Biblical Response, on our website.

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NEI Investments, a close partner of Credential Asset Management Inc. at Christian Credit Union, has been very helpful in providing perspective on the recent market turbulence to us as advisors. We have been sharing some of these perspectives with our members who have investments with Credential Asset Management Inc.

The Covid-19 pandemic has created fear amongst many people. This fear has been perpetuated by the 24-hour news media. Stock markets have experienced large corrections like this in the past. Times such as when the dot.com bubble burst in the late nineties, the 9-11 tragedy and the 2008 financial crisis. These are several examples that have taken place in just the last twenty years. What happened shortly after these events was a full recovery of the stock markets.

We have no way of knowing how long a recovery will take but there are strategies that NEI Investments have, especially at times like this. First, NEI holds strongly to investing in non-speculative companies that have real, true and intrinsic value. These company's stock prices do fluctuate according to what the market is doing and upon concerns of recession and potentially lower future profits.

However, most often, share prices eventually recover again when the economy picks back up out of recession. The second thing to consider, is that during times of volatile stock markets, NEI is able to tactically use all of the analysis they continually do on different companies to trade and buy shares that are strong but have fallen below their real values. This helps to improve returns as markets recover.

The most important thing though is that you are invested according to your risk tolerance, investment objectives and time horizon. That is why we check this every time we meet and review your 'Know Your Client' (KYC) information. It is a primary responsibility that we have to you, to ensure that you are properly invested.

If you would like to discuss your investment portfolio, whether it is with Credential Asset Management Inc. at Christian Credit Union, or if it is held elsewhere, we would be happy to talk with you about it.

As members of Christian Credit Union, you are all in our thoughts and prayers at this difficult and uncertain time. We ask for your prayers as well as we continue to work for you at this challenging time. We know where our only comfort lies and we trust in His care now, as always.

David van Berkel, CFP®, CKA®

Financial Advisor

Christian Credit Union

Credential Asset Management Inc.

Mutual funds and related financial planning services are offered through Credential Asset Management Inc.

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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.

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*Limited time offer. Some conditions apply.



Annual Meetings

Thank you to everyone who came out for our Annual Meetings in Edmonton and Lethbridge this year. We enjoyed good food, entertainment, and fellowship together, which we cannot do in the same way today. The credit union has been blessed with another profitable year and it was great to hear from members who encouraged us all to spread the word about Christian Credit Union in the Christian community.

At the Lethbridge annual meeting we heard a great presentation about the work of Lethbridge Pregnancy Care Centre from Monica Loewen, Executive Director. At the Edmonton AGM it was announced that Mary Lynn Huizinga, Andrew Wolthuis, and Johan Vandenbrink were elected to the Board. Appreciation was also expressed for the service of Bruce Adema, Mike Vos, and Ed Spronk. Thank you for your leadership and commitment over the last 6 years!



Psalm 23

The Lord Is My Shepherd

A Psalm of David.

¹ The Lord is my shepherd; I shall not want.

² He makes me lie down in green pastures.
He leads me beside still waters.

³ He restores my soul.
He leads me in paths of righteousness
for his name's sake.

⁴ Even though I walk through the valley
of the shadow of death,
I will fear no evil,
for you are with me;
your rod and your staff,
they comfort me.

⁵ You prepare a table before me
in the presence of my enemies;
you anoint my head with oil;
my cup overflows.

⁶ Surely goodness and mercy shall
follow me
all the days of my life,
and I shall dwell in the house of the Lord
forever.

You matter to us. We hope you're doing well. We're thinking of you.