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# Member News

## 2017 Notice of Annual General Meeting

The Board of Directors of Member Savings Credit Union Limited has called the 68th Annual Meeting of the credit union to be held at 4:30 p.m. Tuesday, January 24th, 2017 at the LCBO Head Office Cafeteria, 4th Floor, 55 Lake Shore Blvd. E., Toronto.

Registration and refreshments will commence at 4:00 p.m.

The meeting has been called to: Receive Reports of the Board of Directors, the Audit Committee, the Chief Executive Officer, Lending and our Auditor;

Receive, review and approve the Financial Statements of our credit union for the fiscal year ending September 30th, 2016;

Appoint the auditor for our fiscal year ending September 30th, 2017;

Elect members to our Board of Directors; and consider any other matters that may be properly brought before the Meeting.

The 2016 Audited Financial Statements, the Auditor's Report and the Audit Committee Report will be available at the meeting and at the Credit Union office by January 12th, 2017.

The Board urges all members to attend, as they have the right to attend, participate and vote at the Meeting.

R. O'Leary,  
Corporate Secretary

## Go Green. Go Paperless. Switch to Online banking.

Help save a tree each month by switching your paper statements to FREE online e-statements. Ready at your finger tips from your desktop or mobile phone. Don't waste your time waiting for the mail when you can access your account balances at anytime, wherever you are with our safe and secure online banking site. Contact us to switch to paperless banking and we will donate \$5 towards saving our planet.



## Just Released...

There will be many new and improved changes coming in 2017. One of the most anticipated is the capability to reset your online banking password remotely using the new "Forgot Password" feature. Important note - Make sure to update your email address on file to access this great new feature.

Do you often fret about leaving your account short to cover your monthly rent or mortgage payment? Stay on track by subscribing to Alerts. This new feature will be launched in early 2017 with many Alerts and Messages that you can manage to personalize your specific banking needs. Watch for more information in the coming weeks.

Moving can be a hassle, and updating your information with each provider can be time consuming. We are here to make moving less stressful. We understand that most of our members communicate with us online and that's why, coming soon to our online banking service, is a new way to update your address through our secure site.

416.864.2461 or  
toll-free at 1.888.560.2218  
[betterbanking@membersavings.ca](mailto:betterbanking@membersavings.ca)

[membersavings.ca](http://membersavings.ca)

## Financial Highlights 2016

- Assets grew to over \$100 million
- Net income was \$257 thousand which will be retained in capital to support continued growth and product development for the benefit of all members
- Loans to Members increased by \$4.4 million representing a growth of 5.8%
- Member deposits grew by \$1.6 million rising 1.8%
- Member Savings remains very strong with regulatory capital reaching 7.8%, well above the minimum requirement of 4%

## Ruth O'Leary retires as Director after 21 years



After serving more than 21 years as a credit union director, Ruth O'Leary is stepping down at the end of her term. Ruth joined the board on November 27th, 1995 and has held the position of Corporate Secretary since December 2000. Ruth's dedication to the organization through her involvement in numerous committees, her preparation of the meeting minutes and her participation in various system related events, including the World Credit Union Conference, has directly contributed to the success of the organization. Although we must bid farewell to our fellow director, Ruth will remain involved as a valued credit union member. We wish Ruth many more years of travelling the world and enjoying her countless interests and hobbies.

## Welcome our newest Board Member, Pamela Lawson

Election proceedings were held for two Director positions whose terms expire at the Annual General Meeting taking place on January 24th, 2017. We are pleased to announce that Pamela Lawson has been elected to join our Board of Directors. Pamela joined the LCBO in 2008 as Director of Customer Insights and CRM and joined the Senior Team in 2015. Her knowledge in the areas of customer insights and customer relationship management as well as her experience in strategic planning will bring additional and valuable expertise to our Board. Pamela has an honours degree in marketing, a bachelor's degree in business administration from the University of Strathclyde in Glasgow (U.K.) as well as a diploma in advertising. Together with her entrepreneurial spirit, we are thrilled with the wealth of knowledge that Pamela will bring to our Board.



## Download our Mobile Banking App



Not set up online yet? Call us to activate your login name. Have an iPhone or Android device? Download the app!

Search "Member Savings Mobile Banking" to access your account online at any time. Get the most up to date account balance, pay bills, send e-transfers, deposit cheques remotely and much more!

The best part is – it's *free!*

*You're more  
to us than just  
a number*

### We want to get to know you better!

This year we are taking the time to really make sure we know our members. We want to ensure we understand your wants and needs as members of your local credit union. Over the next several months our staff will be contacting you to obtain your feedback on services you have received and updating your personal contact information.



Bank Where You Matter Most

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