



WILLIAMS LAKE
AND DISTRICT
CREDIT UNION

NEWS

SUMMER 2021



STUDENT BURSARIES AWARDED

For the second year in a row, COVID-19 had a negative effect on the graduation ceremonies which normally mark the end of a student's secondary school education. Despite that, we know that students worked hard to complete their classes and prepare for the next phase in their lives. For some students, that means further education at a post-secondary institution. Your Credit Union is pleased to recognize their efforts through the provisions of bursaries to graduating students in our communities.

This year's bursary recipients include:

LAKE CITY SECONDARY

Caitlin Khong, Georgia Jacobson,
Keanna Saunders

PETER SKENE OGDEN SECONDARY

Hayley Edlund, Nathan Hollander

Congratulations to our bursary recipients and to all 2021 graduates! If your next step is a post-secondary education, your Credit Union is behind you every step of the way with specially designed products to support you on your journey. From student-focused accounts and loans, to electronic services that allow you to access your accounts while you are away at school, our knowledgeable staff can answer all your questions and put you on the path to success. Call your branch for an appointment today!

NEW DIGITAL BANKING EXPERIENCE COMING SOON

As you may have already heard, we're excited to be transforming our digital banking experience to better serve your needs. You might be surprised to hear that this project has been a major focus at your Credit Union for the past two years. During that period, we've spent a lot of time and energy ensuring that we've selected the correct platform, designed a great online experience, and tested our new platform to ensure a seamless transition. We're happy to let you know that we anticipate a transition in late October 2021.

In the meantime, there is plenty that you can do to get prepared:

1. Make sure we have your updated email address and/or cell phone number on file.

This will ensure your initial log-in will be seamless. If you don't have an email address or cell phone number, we recommend signing up for a free email account (e.g. Gmail, Hotmail, Yahoo, etc.).

2. Start thinking of a username that you'll use to access the new digital banking platform going forward.

You'll create your own username the first time you log-in. On our new platform, you will no longer be signing in using your MemberCard number, but rather with a username that is unique to you. If you're struggling to come up with a good username, try an online [username generator](#).

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Post Pandemic Travel?

DON'T PAY ATM FEES!

We're all hopeful that we can start to travel soon. Whether you are catching up with family you haven't seen in a while, or exploring a new part of our country, you can access your Credit Union account **fee-free** from many locations in Canada.

Did you know that you can make fee-free withdrawals from *any* ATM in Canada bearing THE EXCHANGE® logo? That's over 3,300 locations! You can easily locate those ATMs by visiting THE EXCHANGE® website at www.the-exchange.ca. Click *Find an ATM* to initiate a search for ATMs in a particular area or download THE EXCHANGE ATM Finder App from the App Store or Google Play to quickly access ATM locations wherever you are.



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3. Be prepared to create a new password.

During your first log-in you'll be prompted to create a new password, which must include:

At least...

- ✔ 10 characters
- ✔ 1 uppercase letter
- ✔ 1 lowercase letter
- ✔ 1 number

4. Do you often transfer funds online to another WLDCU member? Good news! You'll no longer need to pop into a branch to set this feature up. Going forward, all you need is the receiver's 12-digit WLDCU account number. Why not gather this information now to make these transfers easier after conversion?

Aside from these tips, keep an eye on our [website](#), social media platforms, and your mailbox. We'll be sharing more information as we get closer to our transition date. In the meantime, if you have questions, please contact our project lead:

Nolan Hill, VP Operations Email: NolanHill@wldcu.coop Tel: 250.398.9605

MEET OUR NEWEST DIRECTORS

Change is a constant in our lives, and your Board of Directors is no different. In little over a year we have welcomed three new members to our Board. Read on to learn a little bit more about these individuals.



Crystal Hoelzler

Crystal was appointed to fill a vacant seat on the Williams Lake and District Credit Union Board of Directors in June 2020 and was recently elected to a three year term. Crystal has lived in Williams Lake for most of her life and is now raising her family here. Crystal worked and owned businesses in the service industry for many years and places high value on service, confidentiality, and professionalism. She is currently enrolled in a personal coaching program with an eye towards starting her own personal coaching business. A lifelong learner, Crystal has pursued training in a

wide variety of areas including esthetics, fitness, coaching, and leadership, and is currently working through Levels B and C of the Credit Union Director Achievement program. Crystal maintains an active lifestyle that includes running, skiing, and weightlifting, leading her children by example, and supporting their soccer teams as a parent coach.



Yene (Sandra) Byun

Sandra relocated to Bella Coola from Seoul, and has fallen in love with its kind, warm-hearted people, and its stunning and wild environment. She is currently the Financial Manager of the Central Coast Regional District and previously worked in a number of diverse positions (service, management, and sales) which she feels has helped her to relate to many different types of people, learn about different work styles and motivators, and improve her resiliency in the face of unknown challenges. When she is not spending her leisure time hiking, camping, or sailing with her partner, Sandra enjoys

cozying up by the woodstove with a book and the companionship of her two dogs and one cat. Sandra commenced a three year term at the close of the AGM on May 5, 2021.



Bill Collins

Bill retired in 2015 after nearly forty years working in the credit union system and returned to Williams Lake in 2019 so that he and his spouse could be closer to family and friends. Working within the credit union system allowed him to gain hands-on experience in the areas of governance, strategic planning, anti-money laundering legislation, privacy, and the legislation governing the day-to-day operation of a credit union. Bill feels that serving on the Williams Lake and District Credit Union Board of Directors will give him a chance to give back to the credit union system.

He commenced a one year term at the close of the AGM. Bill's volunteer resume includes time with Rotary, Chamber of Commerce, and various golf clubs. He volunteered for the BC Winter Games in Williams Lake (2002), and Kamloops (2018) and now that he is retired, he spends a considerable amount of time on the golf course.

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