

**Williams Lake & District  
Credit Union**

# NEWS

FALL EDITION 2019

## INTERNATIONAL CREDIT UNION DAY®

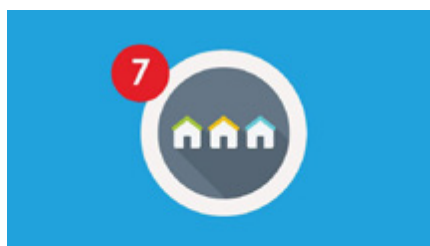
International Credit Union Day is celebrated on the third Thursday of October each year. It is a time for the world credit union movement to reflect on its history, promote its achievements, recognize hard work and share member experiences.

Williams Lake and District Credit Union is proud to be part of a global network of financial cooperatives working to improve the lives of ordinary Canadians like you – help us celebrate by joining us at your local branch on **Thursday, October 17, 2019**. We look forward to your visit!

## CO-OPERATIVE PRINCIPLE #7: Concern for community. How your Credit Union is applying this principle

Concern for community means *knowing that your day-to-day banking translates into benefits for charities, local businesses and the entire community*. Williams Lake and District Credit Union has been caring for its local communities since 1952. The support of our members allows us to apply our profits to further this principle in a variety of ways. We make cash donations in support of a number of local organizations, but you might not be aware of our other efforts. Here is a sample:

- On an annual basis we provide bursaries to students graduating from secondary schools in Williams Lake, 100 Mile House and Bella Coola.
- We support youth leadership development, sponsoring teens to the YES camp each summer. In February 2019, we also sponsored the YES "Change it Up" program held at Peter Skene Ogden Secondary School.
- We provide financial literacy education to various groups in the community through the *Each One, Teach One* program.
- Our staff support a number of community organizations by volunteering their time and expertise.
- We have lending policies in place to assist members in the case of labour disputes and/or temporary plant closures.
- During the 2017 wildfire season, your Credit Union was the last financial institution to close prior to the evacuation of Williams Lake and was open and ready to welcome members home when evacuation orders were lifted in 100 Mile House and Williams Lake. While displaced themselves, Credit Union management and staff worked to ensure members could access the financial services they needed.



### Concern for community

**What it means to you:** *Knowing that your day-to-day banking translates into benefits for charities, local businesses and the entire community.*







## PROTECT YOURSELF FROM FRAUD

### Email Account Compromise and E-Transfers

An email account compromise occurs when someone steals the credentials (email address and password) that you use to access your email account. Once a hacker has your information, he/she is able to sign in to your account to access your emails and the personal information contained in those emails.

We wish to advise our members that should your email account be compromised in this way, any *Interac* e-Transfer notifications that you receive would be available to criminals who can accept the funds and deposit them into their own accounts. This scheme is not a case of a financial institution getting 'hacked'. Its success depends on the failure of individual users to protect themselves by following best practices. Here are some ways you can guard against this type of fraud:

- Use a strong email password, never share your email password, do not use the same password for other accounts, and consider changing your password regularly
- When sending an *Interac* e-Transfer do not base the security question on a simple to guess question and answer such as "what colour is grass" or "what is my sister's name"
- Do not communicate the answer to your security question in an email; instead, call or text the recipient to provide that information
- Consider using *Interac* e-Transfer Autodeposit, which eliminates the need for a security question/answer by depositing the funds directly into the intended recipient's account

*Interac* Corp. provides valuable information on its website. You can access it at [www.interac.ca](http://www.interac.ca).

## IMPORTANT REMINDERS FOR OUR MEMBERS

### Insurance

Under the terms and conditions of your mortgage and/or chattel lien with the Credit Union, you are required to maintain insurance to the full insurable value of your property and/or chattels with loss, if any, payable to Williams Lake and District Credit Union.

### Property Taxes

Under the terms and conditions of your mortgage with the Credit Union, you are required to keep your property taxes current.

### Social Insurance Numbers

If you earn interest, the Income Tax Act requires you to provide your Social Insurance Number to your financial institution.

## RESPONSIBLE INVESTING

You may have heard about Responsible Investing (RI) in the past. RI is embraced by those who recognize the **opportunity for better risk-adjusted returns** while at the same time **contributing to important social and environmental issues**. More and more investors have been approaching our investment team inquiring about what RI is.

### What is Responsible Investing?

Responsible investment refers to the incorporation of **environmental, social and governance** factors (ESG) into the selection and management of investments. Environmental, social and governance issues are some of the most important drivers of change in today's world. Not just societal issues, they are **important economic issues** with significant implications for businesses and investors. Some of the most common ESG issues address **climate change, water scarcity, women in leadership, First Nations rights and executive compensation**.

Most appealing is the potential to make money while making a difference. We've all heard about key issues in the news—factory collapses,

oil spills, community protests, and worker exploitation. Socially responsible investing invests in mainstream, multinational companies based on their financial performance and ESG factors. It is more than screening for 'good' and 'bad' companies; it's actively working with them to improve their standing.

**Williams Lake and District Credit Union** provides access to responsible investment options through its relationship with **NEI Investments**, Canada's Leader in Responsible Investing. Please contact Credential Asset Management Inc. or Credential Securities at Williams Lake and District Credit Union to see how their products may fit your financial plan.

Mutual Funds are offered through Credential Asset Management Inc. Mutual funds, other securities and securities related financial planning services are offered through Credential Securities, a division of Credential Qtrade Securities Inc. Commissions, trailing commissions, management fees and expenses may all be associated with mutual fund investments. Please read the prospectus before investing. Unless otherwise stated mutual fund securities and cash balances are not insured and not guaranteed, their values change frequently and past performance may not be repeated. Credential Securities is a registered mark owned by Aviso Inc.



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