



NEWS FROM BELGIAN-ALLIANCE CREDIT UNION

Building for the Future

New Banking System Coming to BACU

From the days of passbooks, to the mobile apps and e-Transfers of today, Belgian-Alliance Credit Union has always aspired to meet our members' needs and expectations. With banking technology changing virtually every day, BACU is pleased to announce that we will be introducing **a new banking system**, to provide better technology for our members, both today and into the future. While a banking system conversion is a substantial task, requiring many months of effort and (some) unavoidable inconvenience for members, this upgrade will enable BACU to offer the latest banking technology as it becomes available.

When we launch our new system, in the early spring of 2020, we intend to make the transition as convenient as possible for everyone involved. Some new features and products will be available immediately, while others will be added over time.

Change can sometimes be difficult, but you need not worry — our dedicated team will be on hand to help you through the transition, with the same personalized service you've come to expect from your credit union.

How can you help?

To make this change as seamless as possible, we will be reaching out to some members to update outdated or missing information. You can help by responding in the manner most convenient to you: by phone, email, through the 'Contact Us' portal on our website (a secure, encrypted channel) or in person, at your nearest branch.



In the coming months, look for the 'Building for the Future' symbol (above) for announcements, updates and important information for members as we move toward this exciting new development together. As the conversion date approaches, notices will be posted on our website and sent to all members by mail. Wherever you see this symbol, you'll find special banking system communications. We ask that you read these communications in their entirety, to help us provide you with the best possible experience.



Your card. Your rewards. Your way.

Get industry-leading benefits with BACU's suite of personal and business cards from Mastercard®

Cash Back, No Fee, Travel Rewards, Student, U.S. Dollar and more!

Congratulations!

to our MASTERCARD contest winners

Nicholas Kibsey Portage Branch

Todd Payne Jefferson Branch

Norman Kolisnyk Provencher Branch

...who each won Jets tickets AND an authentic Jets Aviator jersey!



APPLY TODAY in branch or at belgianalliancecu.mb.ca

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Living our co-operative values

As a financial co-operative, Belgian-Alliance Credit Union is committed to the communities we serve — a commitment that's demonstrated with generous financial contributions to a wide variety of charities and organizations in the neighbourhoods surrounding our branches and across the province. But it doesn't stop there: every year, our staff and directors devote many hours of their own time as volunteers at local events. Here are just a few of the groups BACU supported in 2019:

- **Winnipeg Music Festival** • **Manitoba Museum**
- **West End Canada Day Living Flag**
- **MS Society of Manitoba** • **West End Biz**
- **30th Annual Manitoba Credit Unions Golf Classic**
- **Anola Northern Lights/4-H Manitoba**
- **Co-operative Development Foundation of Canada**
- **Christmas Eve Feast** • **2019 Manitoba 55-Plus Games**
- **OHEYS Autism Programs**

Our staff and directors step up for all kinds of events over the course of a year, but these three are always among our favourites (pictured from top): the annual West End Biz Sweep-Off, which was held April 25 (top); BACU's own Family Shred Day, which raised over \$1,000 and collected 820 pounds of food for Winnipeg Harvest on September 21; and the Lace-Up for Diabetes run/walk on April 28.



WEALTH MANAGEMENT



Erin Fitzgerald
Wealth Management Advisor

Since Belgian-Alliance Credit Union established the new Wealth Management Department in 2013, assets under management have grown by over \$12 million.

While it may sound like a service exclusively for those who are wealthy, Wealth Management is an indispensable tool for any member in planning a financially secure future — and the service is free of charge!

BACU offers very competitive rates on Retirement Savings (RRSP), Children's Education Savings (RESP), Disability Savings (RDSP), Tax-Free Savings (TFSA) and general savings accounts. Other services include pension transfers, pension one-time unlocking and severance package management.

*Wealth Management Advisor **Erin Fitzgerald** has over 30 years of industry experience. Whether you're ready to start planning for your retirement, want to see if you are on track, or simply require a second opinion on what you currently have, Erin would be pleased to meet with you at any of our three branch locations to discuss your needs or concerns.*

You can reach Erin directly at **204-293-0179**

What's important to **you**, matters to **us!**

\$40,000 Patronage Payout for 2019

Dear Belgian-Alliance Credit Union Members:

To thank and reward you for your continued support, the Belgian-Alliance Credit Union board of directors is proud to declare **a patronage refund of \$40,000** for 2019, with payments to be issued in early spring. Since its creation in 2008, BACU has returned **a total of \$1,100,000** in patronage to its member-owners.

Although many credit unions no longer issue patronage refunds, your board believes that sharing our profits with members is one of the cornerstones of the credit union system. Patronage payments reward members for increasing their level of business with the credit union. Patronage will be paid based on the amount of interest paid to the credit union (loans) and the amount of interest earned (deposits). At BACU, our goal is always to provide competitive pricing on everything we do, while returning all excess profits to you, our owners. What's important to *you*, matters to *us*!

The board of directors appreciates your continued support. We look to continue rewarding our membership in the years to come.

Remi Brengman

REMI BRENGMAN · Chair, Board of Directors

2019 Dividend

A long standing tradition of the Belgian-Alliance Credit Union is to pay a dividend on membership shares that our members have earned via patronage allocations in prior years. Your board of directors is pleased to declare **a dividend of 2.60%** for 2019 on all shares currently owned by our members. Payments were credited to members' share accounts (the account on which dividends are calculated) in December.

Since our amalgamation in 2008, Belgian-Alliance Credit Union has consistently rewarded members for their ownership of our credit union by declaring dividends on their outstanding shares. To date, **over \$315,000** has been paid to members in dividends.

Why do we pay dividends?

BACU is owned by, and works for, our members. We are community focused and look to return our profits to you, our owners, and the communities we serve. It's just our way of saying "thank you" for supporting us!

Get the **myBACU** Mobile App

The fast, easy, secure way to bank! Check account balances and history, transfer funds, pay bills and more!

my BACU also offers...

- **Deposit Anywhere**® – Deposit cheques with a click, using your phone or tablet. Visit belgianalliancecu.mb.ca for our 'how-to' video
- **INTERAC e-Transfer**® – Send and receive funds, to or from just about anyone, in an instant – all within the myBACU app!
- **Alert Options** – Have notifications sent by email or text to alert you to login attempts, password changes, new bill payees and other options
- **Calculators** – for loans, investments, foreign exchange and more
- **Remember Me** – See instant account balances on your mobile device, in a safe and secure format, without having to sign in.



Download for FREE!





If you're passionate about your credit union, and support BACU's Mission, Vision and Values, you may want to consider joining our Board of Directors.

Did you know...?

BACU accepts and reviews applications for the Board of Directors throughout the year.

To be eligible for election at BACU's Annual General Meeting, which is typically held in April, your submission must be received by December 31.

Please direct inquiries and questions to nominations@bacumail.ca

Save the date!
 Belgian-Alliance Credit Union
Annual General Meeting
 Tuesday, April 21, 2020
 Norwood Hotel • 112 Marion Street
 Registration 6:30 pm Meeting 7:00 pm

Don't forget...

The deadline to contribute to your RRSP for the 2019 tax year is
Monday, March 2, 2020
 Visit belgianalliancecu.mb.ca
 for the latest rates!

Do you have RSPs, TFSAs or RIFs with BACU?

Your **designation of beneficiary** by means of a designation form will not be revoked or changed automatically by any future marriage or divorce. Should you wish to change your beneficiary on your registered products in the event of a future marriage or divorce, you will have to do so by means of a new designation.

Credit Union Holidays 2020 All Branches Closed

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|------------------------|----------------------|
| Wednesday, January 1 | New Year's Day |
| Monday, February 17 | Louis Riel Day |
| Friday, April 10 | Good Friday |
| Monday, May 18 | Victoria Day |
| Wednesday, July 1 | Canada Day |
| Monday, August 3 | Terry Fox Day |
| Monday, September 7 | Labour Day |
| Monday, October 12 | Thanksgiving Day |
| Wednesday, November 11 | Remembrance Day |
| Friday, December 25 | Christmas Day |
| Monday, December 28 | Boxing Day (in lieu) |

All branches will close at 1:30 pm on **Christmas Eve** Thursday, December 24 and **New Year's Eve** Thursday, December 31



Surcharge-free cash withdrawals available 365 days a year at more than 200 credit union ATMs in Manitoba!



The **Member Advantage** newsletter is published to inform members about financial matters and the credit union's activities. Your comments and story ideas are welcome. Send or bring them to any branch, or e-mail to: info@bacumail.ca

CHIEF EXECUTIVE OFFICER
Martin Trudeau

CHIEF OPERATING OFFICER
Kevin Baun

PROVENCHER BRANCH

387 Provencher Boulevard
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 Tel 204.982.3400
 Fax 204.233.8644
 Mon-Wed 9:30 am-5:00 pm
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PORTAGE BRANCH

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BOARD OF DIRECTORS

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VICE-CHAIR
 Bob Seys

CORPORATE SECRETARY
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