

For Real People

Greater Vancouver Community Credit Union Member Newsletter Volume 34 - July 2009



# **New Banking System Coming**

### Who is affected?

All GVC Credit Union members, both personal and business

## When will it happen?

Saturday, September 12 to Monday, September 14 2009

### How can I get more information?

Stay tuned for member communications via mail and on our website at www.gvccu.com.

Our current banking system was introduced in 1994 and will no longer 2012. supported in Our management completed a detailed review of the options available and, in mid-2008, your board approved the move to a new system, which will occur in September of 2009.

The move to a new banking system is an exciting one for many reasons- with increased functionality, ease of use and improved member security features at the forefront of the perks. It's also exciting because times and technology are changing and our banking system move shows that GVC is changing with it to ensure we are

offering our members the best products and services available.

During the conversion weekend we will be doing everything we can to ensure that it has very little affect on our members, however there will be some changes that will be necessary and important to note. For example, there will be new sign-in procedures for online and phone banking as well as changes to your statements including a fresh, new look and different statement cut-off dates for certain accounts.

Further information on our banking system conversion will be mailed to members and made available on our website closer to the time of conversion. Please stay tuned for member communications and be sure to review any information that may be mailed to you to stay informed.

# **IMPORTANT**

# **Online and Phone Banking Interruptions**

Online (Member Direct) and phone (Member Link) banking will be unavailable during conversion weekend- September 12th to 14th. As well, MemberCard ATM and debit transactions will be interrupted throughout that weekend.

It will be important that members plan ahead of time for purchases they will make over conversion weekend. Cash should be withdrawn on Friday, September 11th if necessary or plan to use your credit card or cheques.

# news



Please join us at any of our 5 locations on Friday, September 4<sup>th</sup> and Saturday, September 5<sup>th</sup> for our Member Appreciation Days.

Staff will be on hand to answer questions you may have about the conversion and how it could impact you.

Light refreshments will be served.



Goalgetters Soccer school pamphlets and registration forms are now available at each branch of GVC Credit Union. If you are interested in registering your kid(s) for this year's summer session, please contact Gerry Heaney by email at gerryheaney@hotmail.com

### **SEE INSIDE**

for 2010 Board of Director Information

# 69th Annual General Meeting





Above: A room shot of the 2009 AGM. Right: The Board is asked by attending members to stand and be recognized for their dedication. 3 of the 9 GVC directors above, L-R Ken Sherwood, Jim Pope and Glenn McLaughlin.

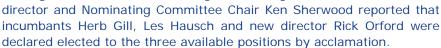
GVC Credit Union's 69th Annual General Meeting was held Wednesday,

April 29th, 2009 once again at the Executive

Inn in Burnaby.

Attending members and guests enjoyed a buffet-style dinner while listening to a clarinet quartet.

The business session of the meeting commenced at 7:30pm, with 141 members and 8 guests in attendance. During the meeting



Prior to the end of the meeting, special recognition was given to retiring director Tom O'Sullivan for his 3 years of service on GVC's Board of Directors.

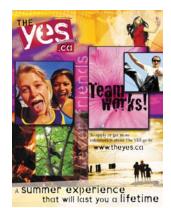
Three door prizes were handed out, followed by the adjournment of the meeting at 8:18pm.

## The YES 2009 Camp Sponsorships

GVC is once again pleased to offer our members a limited number of partial sponsorships to the Youth Excellence Society's (The YES) basic camps.

If you are a young person between the ages of 14-16 looking for some great summer fun and a chance to learn new skills and values while making life-long friends, you'll want to be part of the life-changing experience of The YES.

If you would like to participate in one of this year's YES camps, please contact Jacqueline Griffin by phone at 604 298 3344 or by email at jgriffin@gvccu.com.



# 2010 Board of Director Information

# Interested in Nominating a Candidate for the Board?

In 2010, elections will be held to fill three Board of Director positions, each for a three year term of office. Any member who is qualified and willing to serve as a director is eligible for nomination.

Persons wishing to nominate a candidate should contact the Chair of the Nominating Committee, John Schretlen, at 604 224 4228 or call Balbir Bains, Operations Manager, at 604 298 3344.

Nominations must be received by Friday, November 27th, 2009.

# ...or Are YOU Interested in Becoming a Director?

Being a director requires study, time and commitment to actively participate in making decisions relating to the credit union's current and future goals and strategies.

Members wishing to learn more about what it takes to become and act as a director are invited to join our 'Director Workshop' this fall.

The workshop will provide you with more in depth information on the duties and responsibilities of being a director, on credit union history and on GVC's Board of Directors structure, such as the various committees and their functions.

If you're interested, please contact Balbir Bains, Operations Manager, at 604 298 3344 or by email at bbains@gvccu.com, or Nominating Committee Chair John Schretlen at 604 224 4228.

# Warm Weather Brings Con Artists

Summer is here, so be careful of con artists who prey on homeowners, especially senior citizens during this time of year.

One common scheme involves resurfacing asphalt driveways. A male with an British accent representing Citylink Paving showed up to the Richmond area this past year promising to repave driveways at a reduced cost, as he had extra material and his staff was available. The representative even offered assurances of a guarantee for 10 years to help convince the homeowner.

It turns out that the work was substandard and fell apart after a few days and after trying to track down the company the homeowner found out the office listed on the invoice was a fake.

"These fly by night contractors typically target a community for only a few days and then move to another location leaving consumers out-of-pocket money and upset," says BBB President and CEO Lynda Pasacreta. "Consumers need to be vigilant and not be taken in by low prices and guarantees."

Before you give any money to anyone or allow them into your home, BBB suggests:

**Get the name and location**. Get the name and address of the company the vendor claims to represent and do your research. Check the business out at BBB.org.

**Get it in writing.** Ensure all details and verbal promises are included in a contract. Review it and make sure that you understand everything in the document. Never sign a contract with sections left blank.

**Check for qualifications.** Verify the individual is licensed, bonded, insured and has registered with WorkSafeBC (Workers' Compensation Board).

**Make cheques payable to the company.** Do not pay in cash and do not make cheques payable to an individual, only the company.

**Avoid "Bait and switch" tactics.** Some disreputable companies will offer low prices for installing items like windows and home siding, but then come back later to the client saying the item is currently out of stock and can only be replaced with a high-priced substitute. Have everything in writing and know the terms in advance.

**Remember to cool off if there's pressure.** Do not be pressured by any person if you are unsure. Take the time to do your due diligence. If you did sign and would like change your mind, BC law states that if it was a door-to-door sales contract then you have 10 days to advise the company.

For more tips like these, go to www.BBB.org.



# Small Business Chequing Account Credits

Effective June 1<sup>st</sup>, Small Business Chequing accounts are no longer being charged for Pre-Authorized credits ('XCs') going into the account.

Monthly service charges for this account are \$11.00, which includes 15 free transactions. Charges previously for XCs (above the 15 free transactions) were \$1.00 each.

## Education Awards Available

The Credit Union Foundation of British Columbia offers education awards from the GVC Credit Union Pioneers Memorial and other Trusts for post-secondary school students needing a financial helping hand. Members in need of such assistance are encouraged to apply for a Credit Union Foundation Award.

The Credit Union Foundation is the provincial charitable arm of the BC Credit Union system. GVC is a strong supporter of the Foundation.

Application forms are available at your branch.



The banker fell overboard from a friend's sailboat.

The friend grabbed a life preserver, held it up, not knowing if the banker could swim, and shouted, "Can you float alone?"

"Obviously," the banker replied, "but this is a heck of a time to talk business!"

# **Branch Hours**

	MON	TUES	WED	THU	FRI	SAT
Vancouver	9:30-5	9:30-5	9:30-5	9:30-5	9:30-6	10-2
Brentwood	9:30-5	9:30-5	9:30-5	9:30-5	9:30-6	10-2
Lougheed	CLOSED	9:30-5	9:30-5	9:30-5	9:30-6	9:30-3
New West	9:30-5	9:30-5	9:30-5	9:30-5	9:30-6	10-2
Surrey	CLOSED	9:30-5	9:30-5	9:30-5	9:30-6	9:30-3
Head Office	8-5	8-5	8-5	8-5	8-5	CLOSED



www.gvccu.com 604 444 5250

# **Mission Statement**

GVC Credit Union is a member-owned financial co-operative which was founded in 1940 by members joining together to help one another.

To offer savings and loan facilities oriented to the needs of individuals and families in Greater Vancouver.

To provide members with financial services at competitive rates and in such a manner as to be able to deal personally with each individual member.

To assist members in prudently managing their financial affairs by providing timely and appropriate financial information and personal loans and deposit counselling.

To offer other financial services if (in the opinion of the policy makers) they provide a member benefit.

GVC's objective is to achieve the above while paying competitive dividends, providing good quality working conditions, salaries and benefits to employees, and earning sufficient surplus to provide for statutory reserves and other reserves as might be deemed prudent.



#### **BC DAY**

Saturday, August 1 Open

Monday, August 3 CLOSED

Tuesday, August 4 Open

#### **LABOUR DAY**

Saturday, September 5 Open

Monday, September 7 CLOSED

Tuesday, September 8 Open

### **THANKSGIVING**

Saturday, October 10 Open

Monday, October 12 CLOSED

Tuesday, October 13 Open

# Board of Directors

Elected by you, the members, representing your interests and guiding the future of your credit union are:

Herb Gill Chair of the Board Glenn McLaughlin 1st Vice-Chair Ken Sherwood 2nd Vice-Chair Judi Corra Director Gilles Deschenes Director Les Hausch Director Rick Orford Director Jim Pope Director John Schretlen Director

#### **HEAD OFFICE**

Administration 1801 Willingdon Ave Burnaby BC V5C 5R3 T. 604 298 3344 F. 604 421 8949 admin@gvccu.com

#### **BURNABY**

Brentwood Office 1801 Willingdon Ave Burnaby BC V5C 5R3 T. 604 298 3344 F. 604 298 3417 brentwood@gvccu.com

## BURNABY

Lougheed Office 9608 Cameron St Burnaby BC V3J 1M2 T. 604 421 3456 F. 604 420 5526 burnaby@gvccu.com

#### **NEW WESTMINSTER**

Royal Square Mall Office 25B-800 McBride Blvd New Westminster BC V3L 2B8 T. 604 525 1414 F. 604 525 1424 newwest@gvccu.com

#### SURREY

Towngate Centre Office 1-9989 152nd St Surrey BC V3R 4G5 T. 604 584 4434 F. 604 584 6038 surrey@gvccu.com

## VANCOUVER

25th & Cambie Office 100-4088 Cambie St Vancouver BC V5Z 2X8 T. 604 876 7101 F. 604 876 0892 vancouver@gvccu.com