

# 2015 Annual REPORT



**CREDIT  
UNION**

REDDY KILOWATT

“If you create incredible value and information for others that can change their lives and you always stay focused on that service – the financial success will follow.”

~ *Brendon Burchard*



Reddy Kilowatt Credit Union Limited  
60<sup>th</sup> Annual General Meeting

# Annual Report

as at December 31, 2015

# Table of Contents

Mission . . . . . 3

Report of the Board of Directors . . . . . 4-5

Board of Directors . . . . . 6

Report of the General Manager/Treasurer . . . . . 7-8

Financial Trends . . . . . 9-10

Statement of Comprehensive Income . . . . . 11

Statement of Financial Position . . . . . 12

Report of the Lending Committee . . . . . 13

Report of the Governance Committee . . . . . 14

Report of the Audit Committee. . . . . 15

Report of the Nominations Committee . . . . . 16

Notable Achievements . . . . . 17-18

Retirement News . . . . . 19

Credit Union Deposit Protection (CUDGC) . . . . . 20

Investing In Our Future . . . . . 21

Community Initiatives/Involvement . . . . . 22

Credential Financial Strategies Inc. . . . . 23

Products and Services . . . . . 24

Organization for 2015 . . . . . 25

Volunteers 1956-2015 . . . . . 26



Reddy Kilowatt Credit Union Limited is a financial cooperative committed to providing a full range of competitive financial products, services, and financial guidance for our members to enable them to meet their financial goals.



Reddy Kilowatt Credit Union, Topsail Road

# Report of the Board Of Directors



As Chair, it is my pleasure and duty to present the Report of the Board to Members at this 60th Annual General Meeting of Reddy Kilowatt Credit Union.

The year 2015 was a turbulent year for the local, provincial and national economies, mostly as a result of the plummeting price of oil and other commodities worldwide. For 2015, we

budgeted for break-even financial results. However, I am pleased to report that through the dedication and hard work of the team at your Credit Union and the loyalty of you, our Members, we had a positive financial year-end. This continued success is a result of sound and effective governance by the Board and the outstanding operational performance of our General Manager and her team. The General Manager and our external auditors Deloitte will present the financial information later during this meeting.

## Corporate Governance

Sound and effective governance is the responsibility of the Board of Directors as mandated by the Credit Union Act and Regulations. It is the responsibility of the Credit Union Deposit Guarantee Corporation (CUDGC) to enforce the Act and Regulations to ensure credit unions comply and follow sound business practices. One of the tools used by CUDGC is an examination of Credit Unions biannually. An audit was completed by CUDGC in 2015, confirming that Reddy Kilowatt is compliant and following sound business practices. Your Board also meets biannually with the Board of CUDGC to discuss any issues arising from the CUDGC examination and other relevant topics. Additionally, an internal audit and external audit are performed annually to ensure we are operating as we should.

The Board is aided in its governance by using standing committees of the Board. These committees are comprised of and chaired by Directors of the Board. Chairs and members of these committees are listed in the Annual Report. Reports of these committees are also presented elsewhere in the Annual Report.

The Board and Management team participated in a Strategic Planning session in 2015 to map plans for the year 2016 and for three years beyond. This is an invaluable exercise to review where we are now and to decide where we want to go and be in the future. While we recognize the difficulties of a sluggish economy, we believe we are in a position to continue with our success.

The Board recognizes that, to ensure we have the knowledge and tools to lead your credit union, we must avail of training and conferences within our financial sector. Formal director training courses are offered through the national credit union educational group, CuSource. Directors enroll in a 3-level Credit Union Director Achievement program and receive a Diploma upon completion. In addition to prior graduates, we had one graduate of this program in 2015. Congratulations to Sean Budgell on his successful completion of these courses.

The Board recognizes and appreciates the continuing support of CUDGC with their policy of reimbursing credit unions 50% of course fees associated with Director training through CuSource.

*“...continued success is a result of sound and effective governance by the Board and the outstanding operational performance of our General Manager and her team.”*

Directors also attended a NL Directors Forum in St. John’s to avail of seminars and information on the provincial, regional and national credit union systems and the economy. Additionally, the forum provides an opportunity to network with other credit union leaders in the system. There is also a meeting of all credit union Chairs and CUDGC Board to discuss the provincial system and issues.

While normally Directors would also attend national educational conferences, the Board decided that in 2015, due to the economic situation and budget, we would not attend. We were, however, represented in Halifax at the Spring AGM and Fall Conference of our trade and financial organization, Atlantic Central. Your Board continues to be engaged in regional meetings and webinars in order to effectively make decisions on the future of your credit union and credit unions in Atlantic Canada. Your Chair is also a member of the Executive of the Credit Union Chairs Association of Atlantic Credit Unions (CUCA) and serves as its Chair.

### **Community and Social Responsibility**

Reddy Kilowatt continues to sponsor, support and participate in community initiatives and charities, as listed in this Annual Report.

We proudly invest in our province's youth by awarding a \$1,000 scholarship to a student entering and/or continuing post-secondary studies and by having a Youth Representative on the Board. The scholarship winner is Robin Seward. We offer our congratulations and wish her every success.

On Nov 3, 2015, I was pleased to accept Pearl Awards presented by the City of Mount Pearl for our building, namely the Urban Design Award and Green Lens Award. This is a great achievement for us in our short time operating in Mount Pearl and will benefit awareness of our Credit Union. Our architectural firm and project managers, Lat49, also won an award for the building.

### **Our Thanks**

My appreciation and thanks is extended to Directors, Committees, and Employees for their contribution to a successful year and to Members for your continued loyalty and patronage.

A special thank-you is extended to our General Manager Michelle Ward who has completed 35 years of service in the Credit Union System of our province, 14 years at the helm of Reddy Kilowatt. Congratulations, Michelle! This achievement will be formally recognized later in this meeting.

### **Looking Forward**

The coming year will have its challenges mainly due to changes in the economy because of the drop in oil prices. The Board remains confident that, with your continued support, Reddy Kilowatt will have a successful year in 2016. We know that, as a team, the Board, Management and Staff has the ability to make it happen!

Respectfully submitted,



Robert G. Dicks, President

# Board of Directors – 2015



Back (L-R): Gail Tucker, Dana Pope, Peggy Mercer (Recording Secretary). Middle (L-R): Sean Budgell, Robert Pike, Greg Murphy, Carl Bishop. Front (L-R): James Goodridge, Michelle Ward, Robert Dicks, Glenn Samms. Missing from photo: Tanya Finlay\*.

## Board and Committee Meetings – Attendance Summary For 2015

Board/Committee Member	Board (7 Meetings)	Audit (3 Meetings)	Governance (2 Meetings)	Human Resources (3 Meetings)	Executive (3 Meetings)
Bishop, Carl	7/7	3/3	-	-	-
Budgell, Sean	6/7	-	2/2	-	-
Dicks, Robert	6/7	-	2/2	3/3	3/3
Finlay, Tanya*	4/7	-	-	2/3	-
Murphy, Greg	7/7	3/3	2/2	-	-
Pike, Robert	7/7	-	-	3/3	3/3
Pope, Dana	6/7	3/3	-	-	-
Samms, Glenn	7/7	-	2/2	3/3	3/3
Tucker, Gail	7/7	2/3	-	-	-
Ward, Michelle	7/7	3/3	2/2	3/3	3/3
Goodridge, James (Youth Rep)	5/7	-	-	-	-

\*Maternity Leave

# Report of the General Manager/Treasurer

When asked about our results for 2015, I've said many times over the last few months that we've weathered the storm! Our financial results far exceeded our predictions and we are happy to report that we ended the year ahead of budgeted projections in all target areas.

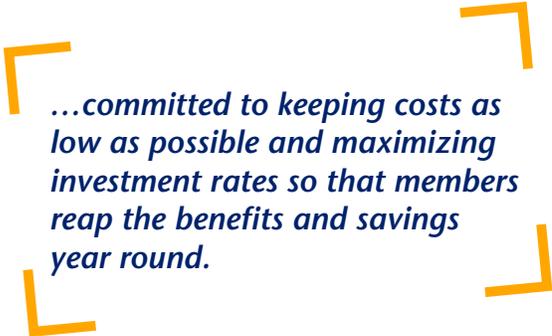
At year-end, we reported assets of \$66.8 million, 10% growth over the previous year, or \$6.3 million (2014 \$4.8 million, 8.7%). Our lending portfolio grew by \$4.9 million or 10% and is now in excess of \$53 million and deposit balances grew \$6.4 million or 11.3% and now exceed \$63 million. We also have approximately \$21 million of our members' mortgages with our partner, League Savings and Mortgage (LSM). While others are struggling for growth in a highly competitive market, we, fortunately, continue to prosper. Though the current economic circumstances dictate very cautious lending, we continue to experience growth from existing members and are also successful in attracting new members. A record number of 178 new members joined Reddy Kilowatt in 2015, with half under the age of 55. At the end of the year, we reported 2,235 members.

Our income, \$59,240, though considerably less than the prior year (2014 \$374K), far exceeded our projections. We are pleased with this outcome given it was our first full year in our new premises with significantly higher expenses. (General business and occupancy costs, directly attributed to our new location, were approximately \$276K higher than the prior year). When we first began exploring construction of a building and the associated costs, we predicted it would take approximately 3-4 years before we would return to a comparable bottom-line financial position. In addition, actual business taxes with the City of Mount Pearl far exceeded our original estimates. Despite this development, we are definitely ahead of schedule in meeting our goal.

As per past practice, we are recommending that half of the approximately \$30,000 be shared amongst members and the remainder added to retained earnings. Our focus is on creating value, increasing efficiencies, offering competitive products and superior service and not on maximizing profits. A definite benefit of local decision-making is that our rates and fees are influenced but not solely driven by, our competitive market. As such, we are able to remain committed to keeping costs as low as possible and maximizing investment rates so that members reap the benefits and savings year round.

Excerpts from our financial statements are included in this report. The financial reports were audited by Deloitte LLP who issued their unmodified opinion dated March 2, 2016. The complete audited statements and notes are included in your meeting materials package. They are also available on our website, [www.reddyk.net](http://www.reddyk.net) or by contacting our office.

During 2015, our Regulators requested that we change our method regarding the timing for writing off uncollectible loans. This change makes our practice comparable to that of other credit unions in the province. In the past, we wrote off accounts only when someone was discharged from bankruptcy, whereas, other credit unions write off as bankruptcy papers are received. Reddy Kilowatt was, therefore, reporting the same accounts for several years and other credit unions were reporting for the current year only. This resulted in higher than normal write offs for 2015.



***...committed to keeping costs as low as possible and maximizing investment rates so that members reap the benefits and savings year round.***

Reddy Kilowatt maintains a commitment to source and implement products and services that meet the changing needs of our members. In 2015, in addition to mobile apps for both iPhone® and Android™, we were pleased to roll out Deposit Anywhere™ which enables members to deposit cheques from their smart phones, at their convenience and, quite literally, from anywhere.

Already in 2016, we've introduced *Interac Flash*® which enables members to securely make small point of sale purchases with a simple tap of their debit cards. Later this year, we will launch *Interac*® Online which will afford members the opportunity to make online purchases using their debit cards.

# Report of the General Manager/Treasurer (cont.)

During 2015, we welcomed two new employees to our team – Cory Mitchell and Kelly Dunn. Also in 2015, we said goodbye to Ashley Warren who has accepted a position with another organization. We wish Ashley much success. On December 31st, after 28 years with Reddy Kilowatt, Ursula Maloney decided it was time to retire. Ursula has been a huge contributor to the success and growth of Reddy Kilowatt. She is greatly respected by employees and members alike and will be deeply missed. We wish Ursula a long, happy, and healthy retirement and will make a formal presentation to her later this evening.

Also during the year, April Kelly-Barnes received an award for 5 years of service within the credit union system and will be formally presented with her certificate later this evening. We offer our congratulations and recognition on the achievement of this milestone. In April 2015, Dave Mercer represented Reddy Kilowatt at Atlantic Central's Youth Forum in Halifax. Dave did an excellent job as one of the attendees selected to present the results of the forum to delegates at Atlantic Central's AGM. Congratulations are also extended to Wanda Howlett, our Wealth Consultant, on her success in 2015. Details on Wanda's achievements are included in this report.

We take great pride in our close-knit team. All employees are responsible for and dedicated to delivering quality financial service to members and providing support for each other. As in any organization there are individuals who, for one reason or another, really stand out. In 2015, we introduced what will become the annual Employee Choice Award. I'm pleased to announce that our first recipient was Suzanne Maher. Congratulations, Suzanne - well deserved!

Thank you to our many partners, especially Newfoundland Power. We may not reside under one roof anymore but we are very grateful that nothing else has changed! Our continued partnerships with CUMIS, Atlantic Central, LSM, CUETS, Johnson, Concentra, Credential, and

other credit unions allow us to strengthen our business outcomes while providing the best possible service to our members.

Thank you to our Board of Directors. Their dedication, commitment, and extensive expertise continue to be an inspiration and valued source of support and guidance.

Sincere gratitude is extended to our employees for their extra efforts to ensure 2015 results exceeded expectations. This took a lot of hard work and focus and is recognized and appreciated.

We cannot allow the present economic situation of our province and the circumstances of low interest rates and decreased financial margins rule us. Opportunities today are as good as ever. There has never been a better time for us to live the credit union difference and capitalize on the importance and benefits of ownership and local decision-making. Our employees will seek ways to prudently grow and attract new members while continuing to be competitive and relevant so that we, not only retain but, increase business with existing members. We must remain profitable and sustainable. We are well-positioned for continued success and employees are committed to doing their part. We urge members to continue to refer family, friends and co-workers to us.

We appreciate our members' continued loyalty and look forward to serving them in the future.

In September 2016, Reddy Kilowatt Credit Union will turn 60 years old and we will proudly celebrate with members throughout the year.

Respectfully submitted,



Michelle Ward, General Manager



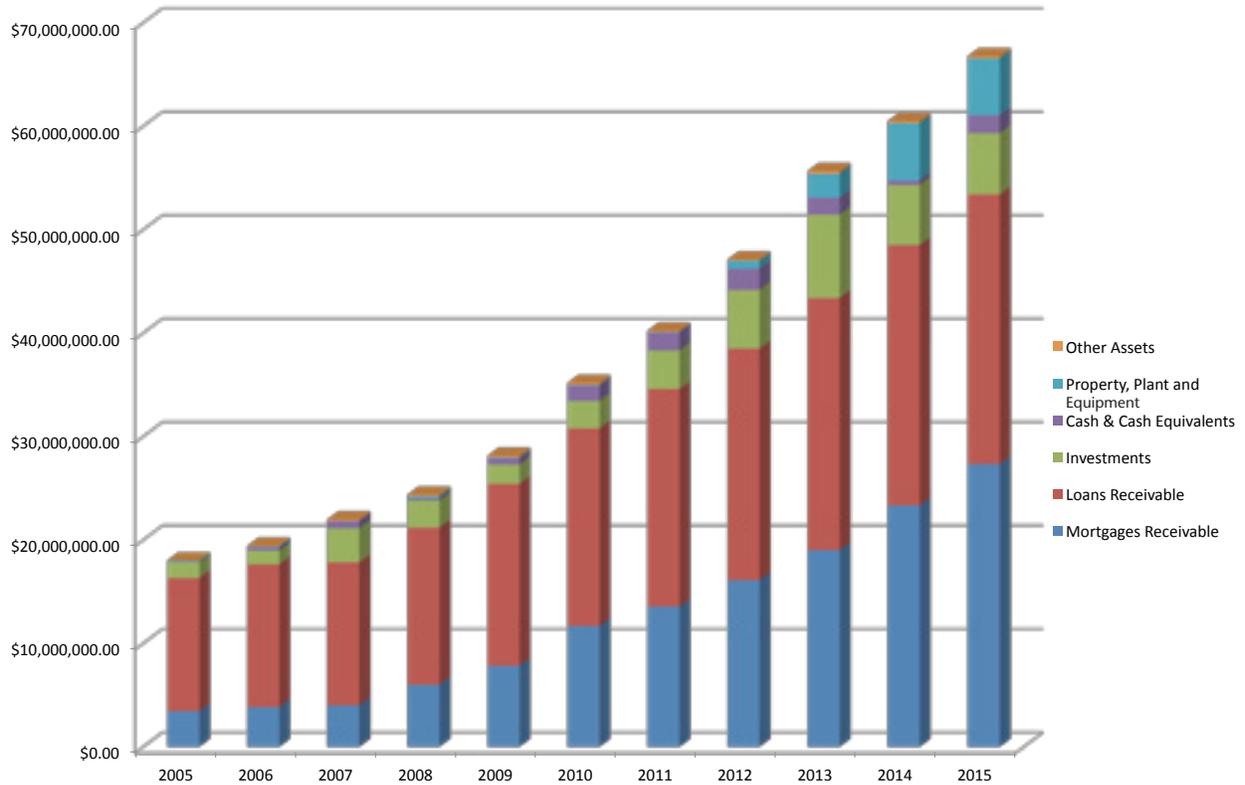
Robert Dicks and Michelle Ward presenting Peggy Mercer with her 10 year service award at the 59th AGM.



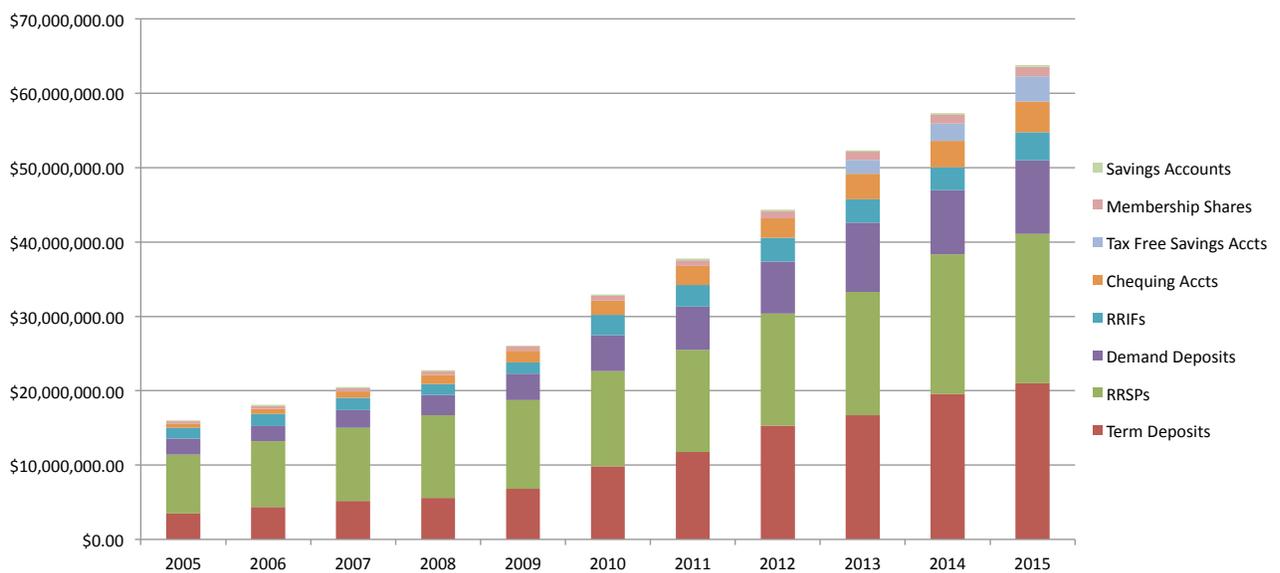
Robert Dicks and Michelle Ward presenting Ashley Warren with her 5 year service award at the 59th AGM.

# Financial Trends

## Assets

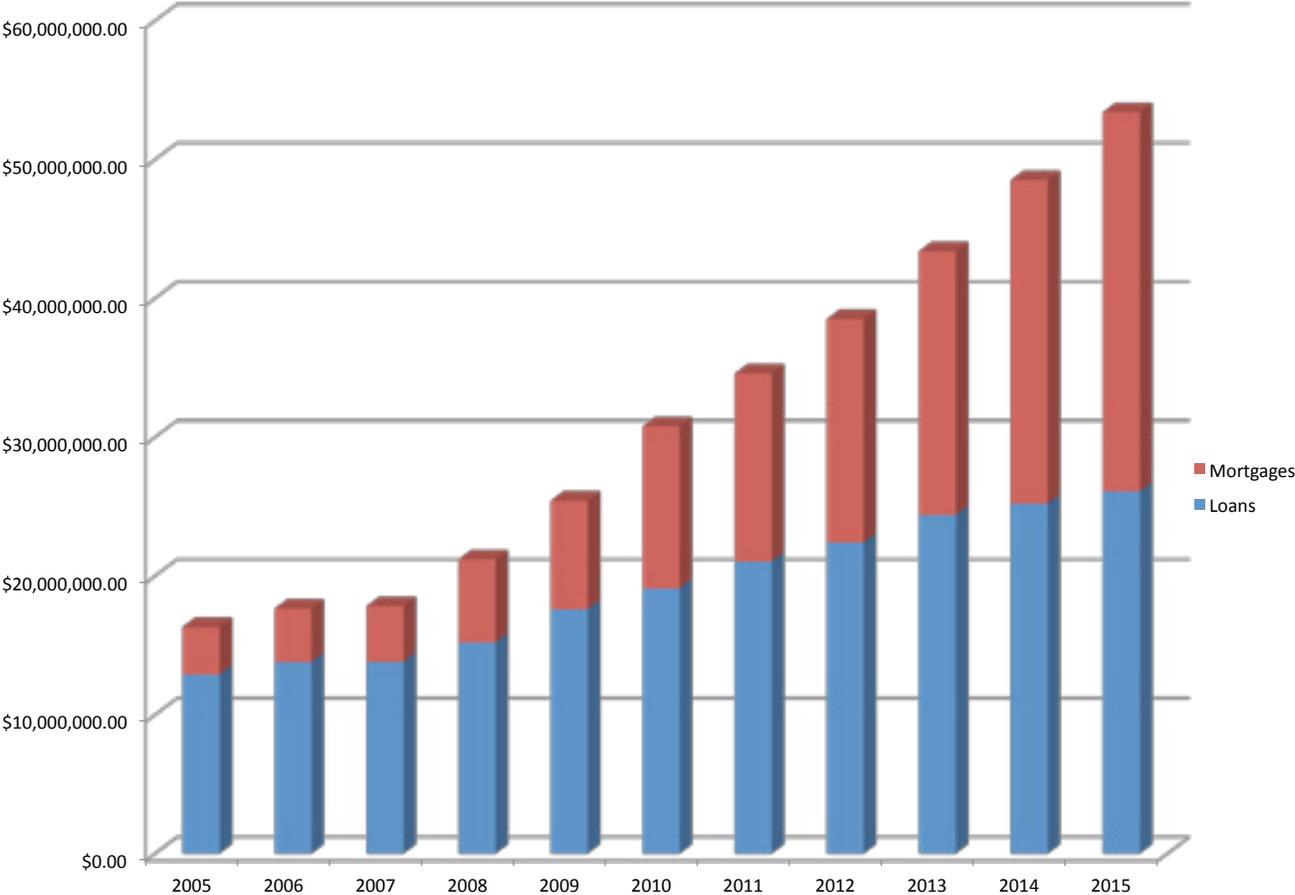


## Deposits



# Financial Trends

## Loans and Mortgages



# Financial Statement

## Reddy Kilowatt Credit Union Limited

### Statement of comprehensive income and retained earnings

year ended December 31, 2015

(CDN dollars)

	2015	2014
	\$	\$
<b>Financial revenue</b>		
Members' loans and mortgages (Note 4)	2,708,954	2,636,049
Investment income	148,021	157,322
	<b>2,856,975</b>	<b>2,793,371</b>
<b>Cost of funds</b>		
Interest on members' deposits (Note 5)	1,465,400	1,339,240
Net financial margin	<b>1,391,575</b>	<b>1,454,131</b>
<b>Other income</b>		
Commissions	462,301	387,690
Other	361,415	293,019
Financial margin and other income	<b>2,215,291</b>	<b>2,134,840</b>
<b>Operating expenses</b>		
General business (Note 12)	952,543	678,608
Personnel	869,662	760,575
Members' security	354,081	321,469
Total operating expenses	<b>2,176,286</b>	<b>1,760,652</b>
Earnings before income taxes	<b>39,005</b>	<b>374,188</b>
Income taxes (Note 14)	(20,235)	-
Net comprehensive income for the year	<b>59,240</b>	<b>374,188</b>
Retained earnings, beginning of year	2,686,734	2,512,546
Dividends and patronage rebates (Note 11)	(30,000)	(200,000)
Retained earnings, end of year	<b>2,715,974</b>	<b>2,686,734</b>

# Financial Statement

## Reddy Kilowatt Credit Union Limited

Statement of financial position  
as at December 31, 2015

(CDN dollars)

	2015	2014
	\$	\$
<b>Assets</b>		
Cash and cash equivalents (Note 6)	1,747,558	395,274
Investments (Note 7)	5,920,809	5,805,894
Income taxes receivable	20,235	42,624
Loans and mortgages receivable (Notes 8 and 9)	53,393,783	48,519,000
Property, plant and equipment (Note 10)	5,499,418	5,598,247
Other assets	173,200	114,375
	<b>66,755,003</b>	<b>60,475,414</b>
<b>Liabilities</b>		
Accounts payable and accrued liabilities	222,169	289,180
Dividends and patronage refunds payable (Note 11)	30,000	200,000
Members' deposits (Note 11)	63,786,860	57,299,500
	<b>64,039,029</b>	<b>57,788,680</b>
<b>Members' equity</b>		
Retained earnings	2,715,974	2,686,734
	<b>66,755,003</b>	<b>60,475,414</b>

Approved on behalf of the Board:



Director



Director

# Report of the Lending Committee

All loans at Reddy Kilowatt Credit Union are approved by the Board of Directors, Lending Committee, lending staff or management. Directors are required to approve any loan applications that are outside the established lending policy. The Lending Committee is responsible for approving loan applications for Directors, committee members, employees and their families.

All other loans are approved by lending staff or management. In 2015, the Lending Committee met 21 times and approved 29 applications for a total of \$1,906,078.

During 2015, loans advanced were \$21.1 million (2014 - \$18.2 million). The following is a summary of all Personal Loans, Lines of Credit and Mortgage Loan activity, by purpose, for the period January 1 to December 31, 2015.

## PERSONAL LOANS / MORTGAGES

Purpose		Amount
Vehicle Purchase	130	3,751,149
Mortgage	46	8,713,662
Consolidation Loans	131	3,942,102
Other	61	1,025,813
Recreation/Vacation	19	507,802
Investment	6	85,230
Home Improvements	10	674,842
Refinanced - no new funds	9	346,995
Loan Line of Credit	43	1,288,000
Subtotal	455	20,335,595
Personal Lines of Credit		746,000
Total		21,081,595

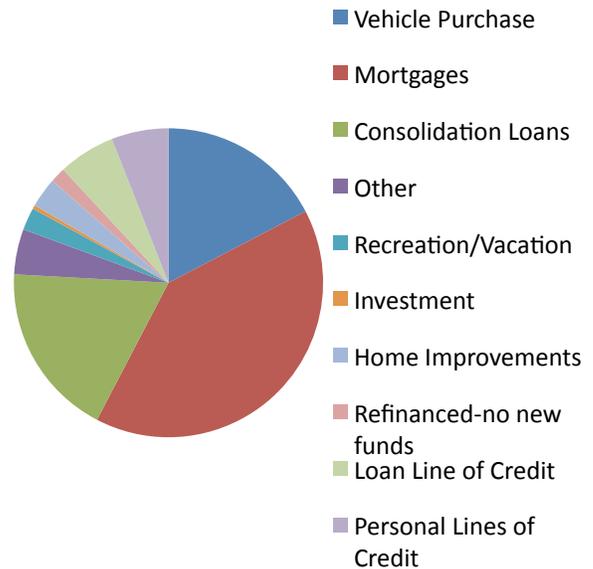
I would like to thank the lending staff for their cooperation and dedication over the past year. Their role in the lending process is an important part of the Credit Union's continued success.

Respectfully submitted on behalf of the Committee,

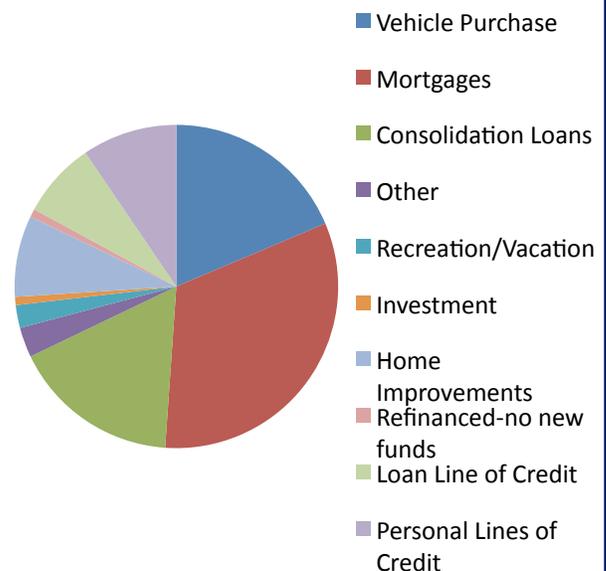


Michelle Ward, Chairperson

## Personal Loans / Mortgages 2015



## Personal Loans / Mortgages 2014



# Report of the Governance Committee

The Board of Directors of Reddy Kilowatt Credit Union (RKCUC) is ultimately responsible for stewardship of the credit union. The Chair of the Board of Directors appoints a Governance Committee, consisting of board members to assist them with that responsibility and to ensure the following duties:

- The Board of Directors acts within the specified guidelines relating to stewardship, independence, effectiveness, assessment, new director recruitment and orientation, size of the Board and its committees and director remuneration;
- The By-Laws of the Credit Union are complete and consistent with The Credit Union Act and Regulations and to ensure that the Directors and Credit Union operate within these By-Laws;
- All policies are in accordance with the By-Laws and are in the best interest of the Credit Union and its Members;
- The Credit Union and its Board act within the standards of sound business and financial practices as set out by the Credit Union Deposit Guarantee Corporation;
- There is a viable succession plan for both the Board of Directors and the Credit Union's Management;
- There is an assessment process in place for the Board, Management and the Credit Union overall, and that the assessments are conducted on a regular basis.

The Governance Committee was appointed in April 2015 and consists of Robert Dicks, Greg Murphy, Glenn Samms, and Chairperson Sean Budgell. Michelle Ward attends our meetings as a resource person. The committee's focus over the past year has been on the following:

- Review of all RKCUC committees' Terms of Reference.
- Organize the nominations process for new Board of Directors.
- Review and recommend new policies to the Board that are consistent with the standards of sound business and financial practices.
- Review board remuneration and make recommendations to the Membership.
- Review and recommend changes to RKCUC's By-Laws.
- Recommend appointment of the Youth Representative to the Board, James Goodridge.
- Review of RKCUC's Capital Adequacy requirements.

Respectively submitted on behalf of the Committee,



Sean Budgell, Chairperson

# Report of the Audit Committee

The Audit Committee provides a knowledgeable, well-informed communications bridge between the Board of Directors, the various auditors, and the regulators.

Our role is to assist the Board of Directors in fulfilling its supervisory tasks.

The responsibilities of the Audit Committee are set out in the Credit Union Act and Regulations. In addition, the Audit Committee is responsible for other duties as assigned by the Board of Directors.

The Audit Committee has the overall responsibility for monitoring:

- The integrity of the financial statements;
- Internal accounting and financial controls;
- The external and internal auditors' qualifications and independence;
- The performance of the external and internal auditor; and
- Compliance with legal and regulatory requirements.

During 2015, the following were the key activities of the Audit Committee:

- Reviewed quarterly and annual financial statements;
- Met with the external auditor, Deloitte, to discuss the results of the 2015 audit;
- Met with the internal auditor, Brian Scammell, to discuss the results of the 2015 audit;

- Ensured the independence of the external and internal auditors;
- Reviewed the 2015 Credit Union Deposit Guarantee Corporation Examination Report;
- Monitored compliance with respect to legal and regulatory requirements as prescribed in the Credit Union Act and Regulations;
- Reviewed various management reports including the Asset Liability Management Report, Delinquency Report as well as received reports regarding Remittances to Canada Revenue Agency and CUMIS pension remittances.

It is the opinion of the Audit Committee that, in 2015, your Credit Union operated in a reasonable and responsible manner and in the best interest of, you, the Members.

Respectfully submitted on behalf of the Committee,



Dana Pope, Chairperson

# Report of the Nominations Committee

The Nominations Committee is responsible for identifying and encouraging qualified members of our credit union to fill vacant positions on the Board of Directors.

Since opening our bond, the potential for market growth is endless and with that comes new opportunities for leadership in our strategic development. The Board recognizes that future Directors of our organization will come from the general population and represent the demographics of our membership. We must continue to ensure that their skill sets match the strategic needs of the organization.

The role of Director is becoming increasingly demanding in a world of changing economic factors that influence how we direct our future. Candidates must possess a wide range of talents and knowledge to assist the Board with recognizing significant risks to the organization. They must be diligent in ensuring adequate controls are in place to ensure operational efficiency while providing support to the management team. Communications with all stakeholders is a vital component of director responsibilities in today's environment.

The Board recognizes the opportunity and challenges of securing continued growth for our organization. We believe opening our bond has created more potential for growth than ever before in our history, particularly, the youth market. As a result, a Youth Representative position was added to our board. We believe this representative,

and the committee he/she leads, provides important consumer behaviour insight to help direct our marketing to that key demographic. Our Youth Representative participates in all Board activities and helps steer our strategic plan for growth.

On February 1st, 2016, we issued a call for nominations for three vacating Director positions which are currently occupied by Carl Bishop, Robert Pike, and Gail Tucker. Although there was some expression of interest, at the close of nominations, only the three incumbents offered themselves for election by the deadline date of February 15, 2016. As a result, the incumbents have been elected by acclamation.

Respectfully submitted on behalf of the Committee,



Sean Budgell, Chairperson

# Notable Achievements

## Pearl Awards

The 2015 Pearl Awards for Urban Design and Gardens Ceremony was hosted in the City of Mount Pearl Chambers on Tuesday, November 3, 2015.

The Honourable Steve Kent, Mayor Randy Simms and other members of Council participated in the awards ceremony.

Overall, three awards and four honourable mentions were presented by Council. Reddy Kilowatt Credit Union was nominated in two categories and won for both. The Urban Design Award recognizes excellence in urban design that enhances the quality of life and aesthetics in the City of Mount Pearl through architectural and landscape architectural design.

The Green Lens Award celebrates property and business owners who implement green initiatives and innovative sustainable design solutions, recognizing developments that advance environmental stewardship with innovative sustainable water, energy, site, and building systems.

The Board President, Robert Dicks, proudly accepted these awards on behalf of the directors, employees, and members of Reddy Kilowatt Credit Union.

Mr. Dicks was joined at the ceremony by Board Vice-President, Robert Pike; Director and Chair of the Building Committee, Gail Tucker; General Manager Michelle Ward; Managers Peggy Mercer and Brenda Holden; and Project Architect, Jeremy Bryant.

LAT49 Architecture Inc. designed the Reddy Kilowatt Credit Union Building under design architect, Jim Case and also won a Pearl Award for their work. The construction was administered by Jeremy Bryant as project architect in partnership with J&T Construction Limited.



(L-R) Peggy Mercer, Brenda Holden, Robert Dicks, Jeremy Bryant, Project Architect, LAT49; Michelle Ward, Gail Tucker, Robert Pike



Reddy Kilowatt Credit Union, Topsail Road



Pearl Awards presented to Reddy Kilowatt Credit Union November 3, 2015 by the City of Mount Pearl.

# Notable Achievements

## Wanda Howlett

Congratulations are extended to Wanda Howlett, Credential Financial Strategies Wealth Consultant. As the Canada Life nation-wide top sales producer, Wanda has qualified for the Canada Life Platinum Conference in London England in May 2016. The Platinum conference is a 5-star event fully-funded by Canada Life. At this event, Wanda will benefit from presentations by high-profile, international speakers.

In addition, for the second consecutive year, Wanda has qualified for the Million Dollar Round Table which is recognized internationally as the standard of excellence in the life insurance and financial services business.

Keep up the excellent work, Wanda!



Celebrating with Wanda are (L-R): Carolyn Evans, Coordinator Credential Financial Strategies; Jonathan Dunne, Regional Marketing Consultant, Canada Life Assurance Co.; Cynthia Strickland, General Manager EasternEdge Credit Union; Michelle Ward; Brian Quilty, CEO Public Service Credit Union. Missing from photo: Elaine Senior, General Manager, Community Credit Union.

## Employee Choice Award

Member Service Representative, Suzanne Maher, was the recipient of the 1st Annual Reddy Kilowatt Credit Union Employee Choice Award. Suzanne was chosen by her peers as someone who consistently goes above and beyond to support member and employee objectives. She is a team player and this recognition by her colleagues is testament to the fact that they can always count on Suzanne. Her efforts play an important role in the operation and success of our credit union and we're very proud of her recognition.

Kudos to Suzanne, for a job very well done!



Cory Mitchell, Supervisor, Lending Services presenting the 2015 Employee Choice Award to Suzanne Maher, Member Service Representative



2015 Employee Choice Award recipient, Suzanne Maher.

# Retirement News: Ursula Maloney



To say that Ursula Maloney will be greatly missed at Reddy Kilowatt is a major understatement. Since she began 28 years ago, Ursula has left her eternal mark on members and employees alike. During her tenure, Reddy Kilowatt Credit Union experienced great growth, in no small part, due to Ursula's outstanding customer service, professionalism and deep commitment. When Ursula began her career in October 1987, members at Reddy Kilowatt had just topped 1,000 and assets were \$5 million.

There's no doubt that many members will attest to Ursula's contributions as being a leading factor in the growth experienced by Reddy Kilowatt during the past 28 years.

As a matter of fact, Ursula has left such an impression on her members that, for many, the transition from Ursula to new employees over the years hasn't been easy. If Ursula was unavailable for whatever reason, some even delayed their business; choosing instead to wait for her.

This member reaction was taken in stride by new employees because it didn't take long for them to realize that Ursula was special and, from her, they could learn great things. She was deeply motivating, a valuable source of inspiration for everyone around her, and always willing to share her knowledge and keys to success. Ursula was, not only, a favourite among members but quickly became a favourite among her peers.

We are confident that anyone who knows Ursula Maloney will say that she has boundless energy. That she has the most wonderful and infectious laugh. That she is truly a fabulous person.

We are very sad to see her leave and it is truly our loss! All of us at Reddy Kilowatt Credit Union wish Ursula the happiest, healthiest, and fun-filled retirement. We know that, even in retirement, she will be an amazing advocate for Reddy Kilowatt. And she may rest assured that any new business sent our way will be serviced by employees who have benefited from the Ursula Maloney School of Customer Service.

Our heartiest congratulations are extended to Ursula! Her retirement is very well-deserved and we hope she enjoys it to the fullest!



# Credit Union Deposit Protection

Did you know that Credit Union Members' deposits are insured up to \$250,000 **per account type** which is more coverage than what is available at chartered banks? Even better, it isn't necessary to apply - insurance coverage is automatic and free.

The Credit Union Deposit Guarantee Corporation (CUDGC) is a Provincial Crown Corporation that was established in the late 1980's to insure deposits of Credit Union Members in Newfoundland and Labrador.

There are some exceptions noted below. However, to demonstrate the great significance of the insurance, the following table represents the CUDGC NL coverage for credit union members, Mary and Bob, including the trust account for their daughter, Krista.

Depositors should ensure that each joint and trust deposit is designated as such and the names and address of each participant is identified. For trust deposits, if there is more than one beneficiary, the portion owned by each beneficiary must be recorded and updated annually.

Superior Deposit Insurance – just one more reason why it pays to be a Reddy Kilowatt Credit Union member. For more information visit [cudgcnl.com](http://cudgcnl.com).



<i>Depositor</i>	<i>Balance</i>	<i>Insured</i>
<b>Mary</b>		
Chequing, Savings, Term Deposits	251,000.00	250,000.00
Mutual Funds	5,000.00	-
RRSPs	252,000.00	250,000.00
TFSAs	20,000.00	20,000.00
<b>Bob</b>		
Chequing, Term Deposits	53,000.00	53,000.00
US Dollar Savings	15,000.00	-
RRSP	100,000.00	100,000.00
RRIF	255,000.00	250,000.00
<b>Bob, In Trust for Krista</b>		
Term Deposit	255,000.00	250,000.00
<b>Mary and Bob (Joint)</b>		
	255,000.00	250,000.00
<b>Total Coverage for Mary and Bob</b>		<b>1,423,000.00</b>

**Exceptions:** Mutual funds, foreign currency deposits, term deposits with a maturity date more than five years from date of deposits, bonds and debentures issued by chartered banks, governments, and corporations, treasury bills, and investments in mortgages and stocks.

# Investing In Our Future

Reddy Kilowatt Credit Union is pleased to announce the winner of its 2015 Scholarship Program. Holy Heart of Mary High School graduate, Robin Seward, exemplifies the qualities of good citizenship and community co-operation that are consistent with credit union values.

Robin graduated high school with honours in June 2015 and is currently working towards a Bachelor of Science degree at Memorial University. In addition to participating in her school's rugby and rowing programs, Robin was a member of the school choir and worked part-time. She has been very active as a Junior Leader with the Girl Guide Movement and a member of the school's social justice club making her an excellent representative for the community builders of tomorrow. Robin is the granddaughter of members, Ian and Marion Janes, and is pictured below with Michelle Ward.

Congratulations, Robin!

Do you know someone who will be graduating high school or pursuing post secondary education in 2016? They could be the next recipient of the Reddy Kilowatt Credit Union scholarship. Watch for eligibility requirements and other details on [www.reddyk.net](http://www.reddyk.net). Applications will be due by August 31, 2016.



(L-R) Robin Seward and Michelle Ward

# Community Initiatives/Involvement

Reddy Kilowatt Credit Union remains committed to the community in which we operate. As such, we were very pleased to provide support for the following worthwhile organizations in 2015.

## Athletic Groups

- Mount Pearl Blades Minor Hockey
- Mount Pearl Minor Baseball
- Mount Pearl PeeWee Baseball

## Health & Wellness

- Dr. H. Bliss Murphy Cancer Care Foundation
- Daffodil Place - One Night Stand
- Young Adult Cancer Canada – Shave for the Brave (PSCU)
- Prostate Cancer Fight Foundation - Motorcycle Ride for Dad
- Annual Central Northeast Health Foundation's Regatta
- Canadian Mental Health Association
- Power of Life
- Run for the Cure

## Community Support

- Choices for Youth - Coldest Night of the Year
- Big Brothers Big Sisters of Eastern Newfoundland
- Seniors Resource Centre
- Community Food Sharing Association
- NL Homelessness Network
- St. Philip's Fire Department
- Single Parent Association NL (SPAN)



Scott Hillyer, Coffee Matters, recipient of the Employee Equity MPPCC Award (as sponsored by Reddy Kilowatt).



Reddy Kilowatt team at the NLCU Rod Benson Memorial Golf Tournament.



SPAN Back to School presentation by EasternEdge, Public Service, and Reddy Kilowatt Credit Unions



Nellie Moss at the Central Northeast Health Foundation Regatta.



Rhonda Goodridge presenting a cheque to the Canadian Cancer Society, Daffodil Place.

## Membership Associations/Business Engagement/Sponsorship

- Mount Pearl/Paradise Chamber of Commerce
- St. John's Board of Trade
- NF Power Employee Association & Retiree Groups
- International Association of Business Communicators
- Paradise Ball Hockey Team Sponsorship

## Youth & Schools

- Kids Eat Smart Foundation
- Mount Pearl Intermediate Basketball
- Goodlife Spin for Kids

## Other Worthwhile Causes

- Portugal Cove - St Philip's Regatta
- NLCU Charitable Foundation Annual Rod Benson Memorial Golf Tournament
- McHappy Day
- Jumpfest
- Samaritan Purse

# Credential Financial Strategies Inc.

Reddy Kilowatt Credit Union is constantly seeking ways to add quality products, services and convenience to members' lives. In partnership with EasternEdge, Public Service and Community Credit Unions, we are pleased to continue to offer the services of Credential Financial Strategies to our Members.

Wanda Howlett is the Credential Financial Strategies Wealth Consultant and is available to assist members of Reddy Kilowatt with their insurance and retirement planning needs. Wanda is an Investment Specialist with 13 years experience in the insurance industry. She offers a number of investment products as well as retirement and insurance planning options to help safeguard your future and, most importantly, your family. Wanda will work with you to create a personal financial blueprint to help achieve your monetary objectives.

We congratulate Wanda for being a recipient of the Million Dollar Round Table (MDRT) for the second consecutive year. MDRT is recognized internationally as the standard of excellence in the life insurance and financial services business. As such, the MDRT continues to be the benchmark qualification for all financial advisors worldwide. Wanda, once again, leads the way for the most net sales for the Credential Atlantic Group.

Reddy Kilowatt is pleased to continue offering this service at no charge to members. Wanda can be reached at:

Reddy Kilowatt Credit Union  
885 Topsail Road, PO Box 126  
Mount Pearl, NL A1N 2C2

709-739-1080  
709-691-9423

[whowlett@credential.com](mailto:whowlett@credential.com)



Wanda Howlett  
Credential Financial Strategies Wealth Consultant

**Credential**<sup>®</sup>  
Financial Strategies

\*Mutual funds are offered through Credential Asset Management Inc. Credential Financial Strategies Inc. is a member company under Credential Financial Inc., offering financial planning, life insurance and investments to members of credit unions and their communities. Credential® is a registered mark of Credential Financial Inc. and is used under license.

# Products and Services

## YOUR MONEY

### Chequing Services

- Personal Chequing
- Business Chequing
- Student Chequing
- US Chequing

### Savings

- High Interest Savings Accounts
- Power Plus Savings
- Youth Savings
- Monthly Savings Plan

### Electronic Services

- iPhone® and Android™ Apps
- Deposit Anywhere™
- MemberDirect™ Integrated - Online Banking
- TeleService™
- Mobile Web Banking
- Interac®
- Interac® Direct Payment
- Interac® PLUS Network
- Interac® e-Transfer
- E-Statements
- ding-free® (Surcharge-Free ATMs)
- Drive-through ATM
- IntelliResponse®
- Cross-border Debit

## YOUR FINANCING

### Loans and Mortgages

- Personal Loans
- Mortgage Loans
- Home equity loans
- Personal Line of Credit
- Student Loans
- RRSP and Investment Loans
- RRSP Line of Credit

### Card Services

- Small & Medium Enterprise Merchant Card Services
- MasterCard® Credit Card
- MasterCard® Global Payment Card
- Choice Rewards™ Points Program
- Member Card™
- Debit Card Purchase Protection & Extended Warranty Plan

## YOUR FUTURE

### Investment Products and Services

- Term Deposits
- RRSP/RRIF/RESP
- Mutual Funds
- Trust Accounts
- Index Linked Deposits
- On-line Trading
- Retirement Planning
- Tax-Free Savings Accounts
- Incentive Shares

### Insurance

- Travel Insurance
- Term Life Insurance
- Credit Life & Disability Insurance
- Critical Illness Insurance
- Mortgage Insurance
- Home/Auto Group Insurance

### Financial Management

- Wealth Management Services
- Trust Services
- Financial Counselling

### Additional Services

- Travellers' Cheques
- Foreign Exchange
- Canadian/Foreign Money Orders
- Bill Payments
- Safety Deposit Box Rentals
- Legal Witnessing

### Coming soon...

- Interac Flash®
- Interac® Online

# Organization for 2015

## Board of Directors

Robert Dicks, *President*  
Robert Pike, *Vice-President*  
Glenn Samms, *Corporate Secretary*  
Michelle Ward, *General Manager/Treasurer*  
Carl Bishop  
Sean Budgell  
Tanya Finlay  
Greg Murphy  
Dana Pope  
Gail Tucker  
James Goodridge, *Youth Representative*  
Peggy Mercer, *Recording Secretary*

## Employees

Michelle Ward, *General Manager*  
Brenda Holden, *Manager, Operations & Compliance*  
Sharon Bradley, *Supervisor, Cash Services*  
Cory Mitchell, *Supervisor, Lending Services*  
Lisa Bungay, *Member Service Officer*  
Kelly Dunn, *Member Service Representative (P/T)*  
Rhonda Goodridge, *Mktg. & Comm. Officer*  
Pam Hillyer, *Member Service Representative*  
April Kelly-Barnes, *Member Service Representative*  
Suzanne Maher, *Member Service Representative*  
Ursula Maloney, *Member Service Officer*  
David Mercer, *Member Service Representative*  
Peggy Mercer, *Member Service Officer (P/T)*  
Sheila Smith, *Member Service Representative*

## Human Resources Committee

Robert Pike, *Chairperson*  
Robert Dicks  
Tanya Finlay  
Glenn Samms  
Michelle Ward, *Resource*

## Governance Committee

Sean Budgell, *Chairperson*  
Robert Dicks  
Greg Murphy  
Glenn Samms  
Michelle Ward, *Resource*

## Audit Committee

Dana Pope, *Chairperson*  
Carl Bishop  
Greg Murphy  
Gail Tucker  
Michelle Ward, *Resource*

## Lending Committee

Michelle Ward, *Chairperson*  
Sharon Bradley  
Lisa Bungay  
Brenda Holden  
Peggy Mercer  
Cory Mitchell

## Youth Committee

James Goodridge, *Chairperson*

# Volunteers 1956-2015

Abbott, Raymond  
Adams, Charlie  
Adams, George  
Adams, Gerry  
Ainsworth, Scott  
Ainsworth, Verne  
Alteen, Peter  
Anstey, Gerry  
Antle, Austin  
Avery, Andrea  
Ball, Anne  
Banfield, Ester  
Barnes, Diane  
Barrett, Kelvin  
Batstone, Dale  
Benger, George  
Bennett, Sharon  
Beresford, Kevin  
Birmingham, Llewellyn  
Birmingham, Tony  
Bishop, Carl  
Bishop, Chari  
Bishop, Noel  
Bonnell, Aubrey  
Bragg, Don  
Brennan, Rose  
Briffett, Kirk  
Broderick, Don  
Bruce, Christie  
Budgell, Sean  
Butt, Darryl  
Butt, Wayne  
Canning, Tom  
Carpenter, Terry  
Casey, Jack  
Chafe, Carl  
Chafe, Doug  
Chancey, Roy  
Chaulk, Frank  
Christie, Bruce  
Clark, Gwen  
Clark, Jeff  
Clark, Ron  
Clarke, Blair  
Clarke, Don  
Colford, Robert  
Collins, Peter  
Collins, Robert  
Conway, Richard  
Cook, Jeffrey

Coombs, Kevin  
Corbett, J  
Crane, Ronald  
Crewe, Carol Anne  
Critch, Theresa  
Cumby, Eric  
Curtis, Gerard  
DaSilva, Tony  
Dawe, Ron  
Delahunty, Brian  
Dicks, Robert  
Dodd, Ron  
Duke, Nora  
Dymond, Bernie  
Earles, Joseph  
Emberly, Ches  
Evans, Barbara  
Evans, John  
Finlay, Tanya  
Fitzgerald, Megan  
Flynn, Noel  
Follett, Doug  
French, Frank  
French, Rod  
French, Ted  
Gaye, Cavell  
Gifford, Kingsley  
Gladden, Morris  
Goodridge, Eileen  
Goodridge, James  
Green, Wayne  
Greenland, Lewis  
Griffin, Joe  
Grouchy, Doug  
Hall, Ewart  
Hall, Fred  
Halliday, Peter  
Hancock, Karen  
Hancock, Scott  
Hann, Chesley  
Hannaford, Pat  
Hanrahan, John  
Hapgood, Alex  
Harris, Darlene  
Harvey, Gerard  
Henderson, John  
Henderson, Lorne  
Hennessey, Clara  
Henry, Charles  
Hoffe, Dennis

Howell, Baxter  
Humby, Gary  
Hunt, R.P.  
Hynes, Hubert  
Hynes, Remi  
Ivany, Lawrence  
Ivany, Lester  
Jamieson, Alex  
Janes, Elaina  
Jardine, Mike  
Joy, Anna  
Keough, John  
Keough, Robert  
Kielley, James  
King, Les  
King, R.  
Knight, Alex  
Knight, Steve  
Kohout, Doug  
Lane, Frank  
Learning, Walter  
Legge, Gerald  
Lester, Crosbie  
Ludlow, Earl  
MacDonald, Stan  
Mahar, Kevin  
Mandeville, George  
Manning, Elizabeth  
Marshall, Stan  
Martin, James  
McLeod, Neil  
Meaney, Jennifer  
Meyers, Maureen  
Mowbray, Lynn  
Moore, Henley  
Mouland, Lillian  
Murdoch, Robert  
Murphy, Dick  
Murphy, Greg  
Murphy, John  
Murphy, Robert  
Nickerson, Bruce  
Nurse, Richard  
O'Brien, Maurice  
O'Leary, Sean  
O'Neill, Ronald  
O'Reilly, Albert E  
Peters, Brendan  
Piercey, William  
Pike, Robert

Pittman, Fred  
Pollett, Graham  
Poole, Carol Ann  
Pope, Dana  
Pope, Mike  
Press, Fred  
Roberts, Derek  
Rockwood, Sid  
Rodway, Wayne  
Rose, Colin  
Rowe, Linda  
Russell, Don  
Ryan, Aiden  
Ryan, Bernie  
Ryan, Patrick  
Samms, Glenn  
Schofield, Ray  
Sheppard, Graham  
Simms, Lloyd  
Slaney, Bill  
Snow, Boyd  
Spinney, Cameron  
Stack, Marilyn  
Stewart, Cyril  
Styles, Albert  
Taylor, Leah  
Templeton, David  
Thompson, Lorne  
Tilley, Barry  
Toner, Kathy  
Trask, William  
Tremblett, Don  
Tucker, Gail  
Tulk, Jeff  
Tulk, Zeta  
Underhay, Robert  
Vincent, Blair  
Vincent, Peter  
Walsh, Brian  
Walsh, Gerry  
Walsh, Ken  
Warr, Kevin  
Warren, Elroy  
White, Cluney  
White, Wade  
Whittle, Brian  
Whittle, Maureen  
Williams, Beverly



## Nine awards to be exact.

Canada's credit unions have won a record nine Ipsos® 2015 Best Banking Awards, including First in *Customer Service Excellence* and First in *Branch Service Excellence*. We invite every Canadian business owner, family and individual to learn more about our unique approach to banking based on democratic and co-operative values.

Find a credit union near you at: [atlanticcreditunions.ca](http://atlanticcreditunions.ca)

\*Ipsos 2015 Best Banking Awards are based on ongoing quarterly Customer Service Index (CSI) survey results. Sample size for the total 2015 CSI program year ended with the August 2015 survey wave was 45,391 completed surveys yielding 65,991 financial institution ratings nationally.



**JOHNSON** 

HOME+AUTO INSURANCE

# HERE'S SOMETHING JUST FOR *You*

For over 50 years Johnson has been helping members of preferred groups and associations get more from their home and auto insurance coverage. As a Reddy Kilowatt Credit Union member you'll get access to additional savings and discounts, extensive coverage, AIR MILES® reward miles, 24/7 claims service, and so much more. It's just our way of showing you how much you mean to us.

Imagine what  
*You* could do with

**\$ 25,000\***

Get a quote for your  
**CHANCE TO WIN**

[Johnson.ca/deservemore](http://Johnson.ca/deservemore)

**Call today to get your quote.**

(Mention your group code RW.)

**HOME + AUTO INSURANCE**    
**1-877-742-7490**

Johnson Inc. ("Johnson") is a licensed insurance intermediary. Home and auto policies are primarily underwritten by Unifund Assurance Company ("Unifund"). Unifund and Johnson share common ownership. Auto insurance not available in BC, SK or MB. An alternate plan is available in QC. Home and auto insurance discounts only available on policies underwritten by Unifund. Eligibility requirements, limitations, exclusions or additional costs may apply, and/or may vary by province or territory. AIR MILES® reward miles awarded only on regular home and auto insurance policies underwritten by Unifund. At the time the premium is paid, one AIR MILES reward mile is awarded for each \$20 in premium paid (including taxes). AIR MILES reward miles are not available in SK, MB or QC. ®/TM Trademarks of AIR MILES International Trading B.V. used under license by LoyaltyOne, Co. and Johnson (for Unifund). \*\*You Deserve MORE® Contest (the "Contest") runs from Aug 1/15 to July 31/16. Contest open to persons who, at the time of entry are: (i) members of a recognized group as defined in the Contest rules, (ii) resident of Canada (excluding QC, NU) and (iii) of the age of majority in their province of residence. Other eligibility criteria apply. No purchase necessary. One prize of \$25,000 CAD available to be won. Chances of winning depend on number of eligible entries received. Skill-testing question required. Full contest details at [www.johnson.ca/deservemore](http://www.johnson.ca/deservemore). 0016\_16



**Reddy Kilowatt Credit Union**  
885 Topsail Road  
PO Box 126  
Mount Pearl, NL A1N 2C2

Phone: (709) 737-5624  
Toll Free: 1-800-409-2887  
Fax: (709) 737-2937

**[www.reddyk.net](http://www.reddyk.net)**