

# DOLLAR & SENSE

www.nelsoncu.com

a newsletter of Nelson & District Credit Union

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## Summer Edition

### A Message From Your New Board Chair -

Michael Ramsey



I appreciate the opportunity to reach you, our members, as your new Chair. It is an honour and a privilege to represent you on the Nelson & District Credit Union board. This is not a responsibility to be taken lightly as we enter the 72<sup>nd</sup> year of NDCU providing values-based banking to members and community investment in our region. We have a very experienced and energetic Board

of Directors in place and an excellent employee and management team to serve you.

The financial services industry has experienced significant change in the last number of years primarily, driven by digital transformation. When we look to the future, the pace of these technological improvements is accelerating. There are large automation opportunities on the horizon driven by government legislation, technology enhancements, process automation and a members ease of access to technology.

Our objective at NDCU is to deliver these improvements to our members in a safe, secure and easy-to-use fashion. We are also committed to providing services to our members with our dedicated employees at our branches in Nelson, on the East Shore and in Rossland.

We would like to thank our NDCU team for navigating the pandemic and the challenges it has and continues to

present. We would also like to thank you, our members, for your loyalty and patience over the last two years.

Also, we encourage you to take advantage of the services and products provided by Kootenay Insurance Services and MoneyWorks Wealth Management which are part of the NDCU family of companies.

We have recently launched a social media presence, you can now like, share and follow us on Facebook.

I would also like to thank those who participated in our 71<sup>st</sup> virtual AGM this year. As mentioned above, the pandemic has presented many challenges and one of those was the method for holding our annual meeting. Rather than meeting in-person we switched to a virtual platform. Normally when we had in-person sessions we would have some door prizes and refreshments but those were difficult, if not impossible, to do in our virtual meeting environment.

This year the board decided that what we were saving on some meeting expenses could go to support a community group instead. Our decision was to help a group in each community that was involved with food security. Please check the photos on page two to see the funds that we distributed to groups in Nelson, Rossland and on the East Shore!

In closing, on behalf of the Board of Directors thank you for taking the time to read this message and for being a member of NDCU, a financial cooperative. I wish you all a safe, healthy and financially successful year.



# Hello!

We're new to Facebook.

Please visit our page and give us a "like"!

## From The Desk Of The CEO - Tom Murray



### Top of the summer to you!

The 34th annual ArtWalk is back in Nelson! This much-loved tradition returns to the streets of Nelson featuring local artists and performers. The event is produced by @nelsondistrictartcouncil and it brings together unique venues and locally produced art. NDCU has been a proud sponsor of

ArtWalk for a number of years and we are thrilled to support this important community event.

NDCU's featured artist is Nightingale who is displaying her Backwood Birds series, inspired by her love of birds. Swing by the Nelson branch and check out her awesome display.

As we get into summer, it's a good time to remind you about the prevalence of frauds and scams. Scams often fall into these categories:

- The Romance Scam – Scammer builds one's trust online and then ask for financial help.
- The Imposter Scam – Scammer threat. You owe us money! Often posing as a Government Agency.
- Online Shopping Scam – Victim purchases an item through an online marketplace and it never arrives
- The employment scam – Scammer prospect. A great job awaits – send your SIN and Account numbers.
- Investment scam – Scammer offer. Big profits, low risk – send money right away.
- Sweepstakes scam – Scammer opportunity.

You're a winner!

How do you protect yourself?

First, don't ever give out personal, credit card, or online account details over the phone or via email, unless you initiated the call.

Second, protect your NDCU account by registering for account alerts. This free service notifies you if:

- Your account has been logged into
- Your security questions were answered incorrectly
- A bill payment has been added
- Your Personal Access Code (PAC) was changed
- An e-transfer has occurred

Alerts can be sent by text or email and will give you peace of mind that your account is safe and secure.

Please contact us if you need help setting up alerts for online banking or your Collabria Visa.

Other ways to keep yourself from falling victim to a scam include:

- Trust your gut: Scammers often urge you to act immediately. Take some time to think about the message or offer before acting on it.
- Don't respond: Ignore calls, texts, and emails from senders or callers that you don't know. If you think a message might have merit, get in touch with the organization yourself in a way you are certain is legitimate.
- Check before you click: Don't click on links in emails or texts if you have any uncertainty. You may put your device's security in jeopardy.
- Pay wisely: Use peer-to-peer payment methods, like Interac eTransfer, only with people you know. And don't send money to anyone who sends you an unsolicited cheque.
- If it seems like free money, or too good to be true, it is a scam! Hang up or otherwise disconnect from the conversation.

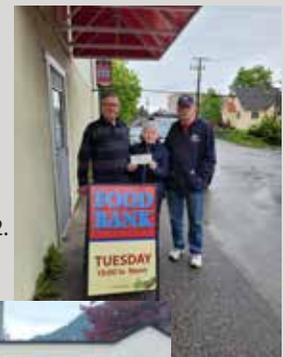
Stay safe this summer!

## Board Donates To Three Local Food Groups

As Michael Ramsey pointed out in his article on page one, the Board supported: 1. Our Daily Bread in Nelson; 2. The Rossland Food Bank and 3. The South Kootenay Lake Community Services Society.



1.



2.



3.



## Embrace Local



Look out for our Embrace Local signage to shop, eat, stay and support local businesses.

Ask us to learn more