

DOLLAR\$&\$ENSE

DECEMBER 2024

A NEWSLETTER OF NELSON & DISTRICT CREDIT UNION

Greetings of the Season!



Tom Murray, CEO

As we head into the holiday season, your credit union has much to be thankful for.

First, NDCU is having a strong year financially. Our financial health ensures we can

continue to offer loan and deposit rates that are as good, and often better, than

market rates. Our mortgage rates are currently below our competitors in our market. Our rates and the efforts of our lending teams have enabled NDCU to grow loans despite the slow real estate market in 2024.

Financial health also enables NDCU to continue to support our communities through our Community Investment Program. This year, we are on track to share approximately \$200,000 with local organizations and initiatives. We are

fortunate to make two larger donations, one to Black Jack Ski Club to help expand their programs, and another to support the restoration of the Crawford Bay Hall. For me, our community support is one of the more rewarding benefits of working for the credit union.

We remain a thriving, independent credit union. The financial services industry faces many headwinds today, with increasing regulations, the need for expensive technology investments, and a level of complexity that puts pressure on our employees. Our financial health gives NDCU the ability to manage these issues and remain a vibrant community partner.

We have just received the results of a member survey, and I'm pleased to report that our members rate NDCU service levels well above financial industry benchmarks. That speaks to the quality of the employee team at your credit union. Thank you for taking the time to fill out the survey and letting us know how you believe we are doing.

In this newsletter, there is information on our upcoming Board of Director elections. We are seeking engaged members with diverse viewpoints to join our Board. If you are interested in helping the credit union set its strategic direction, please consider seeking a nomination and come learn and grow with us.

In closing, I would like to thank all members for their commitment to Nelson & District Credit Union. It is thanks to your membership that we can continue to offer competitive products and personalized service in the communities we serve. I hope every one of you can enjoy time with friends and family during the holiday season.

NDCU BOARD OF DIRECTORS

Call for Nominations

Come learn & grow with us

A position on the board of directors allows you to represent the membership's values in social, environmental, and corporate responsibility while guiding the strategic direction of your local Credit Union.

NDCU is seeking nominations for:

- Two Directors, Nelson Representative Area - 3 year terms
- One Director, Rossland Representative Area - 3 year term
- One Director, Rossland Representative Area - 2 year term
- One Director at large - 1 year term

We encourage candidates who continue to add to the board's diversity, including those under 40, or those with skill sets and backgrounds that bring a unique perspective. Human resources, enterprise risk management, accounting, ESG, and change management skills could round out our board's expertise. Above all, we seek people with a broad perspective, who know their community, and are eager to learn and grow with us.

Applications must be received by January 31, 2025.

Contact Karla Whitaker kwhitaker@nelsoncu.com or visit nelsoncu.com/nominations for more information.

ndcu: investing in our community

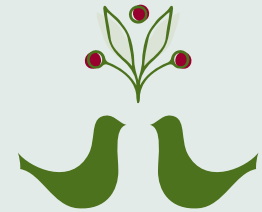
Our two local hospital foundations, the **Kootenay Boundary Regional Hospital Foundation** and the **Kootenay Lake Hospital Foundation**, do so much to enhance the quality of health care in our community.

NDCU supported their recent "Light Up" fundraising drives with **\$2,500** to each Foundation, contributing to the **\$8,300** in total cumulative financial support for the two hospital foundations in 2024.

\$8,300



You are busy during the holiday season. Fraudsters love this time of the year because they know you may not be paying as much attention. Check your accounts daily for transactions that you didn't make. Immediately report anything suspicious. If you are online shopping, buy only from sites that you know. Never tap on a link in a text message or email that you aren't expecting.



Holiday Hours

Our branches and offices will be closed:

Wednesday, December 25,
Thursday, December 26, and
Wednesday, January 1, 2025.



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