

# SHARED RETURNS

WINTER 2009/2010

Shared Returns is published by Outlook Financial, a division of Assiniboine Credit Union.

## Outlook celebrates 10 years



*Al Morin,  
President and CEO*

Think back to the winter of 1999. Around the world, people were preparing for the worst in anticipation of Y2K. This uncertainty touched many aspects of our lives, including what would happen with financial services when the clock struck midnight. Yet, amid all the doomsday planning, Assiniboine Credit Union was feeling positive, well prepared and looking to the future – including the launch of Outlook Financial, our virtual banking division.

Our goal was to provide a profitable, predictable and secure place for members to save. By operating without a branch network and providing members with the tools to manage their accounts, we would be able to offer members a fantastic return on their investment. And in January 2000 – with all of the Y2K fears behind us – Outlook Financial was launched.

Now, 10 years later, we are again in the middle of some uncertain times. But we are proud to say that Outlook still consistently offers some of Canada's highest interest rates and an unlimited guarantee on deposits and interest.

As it turns out, Outlook Financial was a great business decision for Assiniboine Credit Union. Not only do we continue to experience strong financial growth, but we have recently been recognized for excellence in governance as winners of the 2009 Canadian Co-operative Association's Leadership in Co-operative Governance Award.

Members can feel confident that Outlook Financial, and its parent company Assiniboine Credit Union are in good hands and will continue to help you build a secure future – in times of stability and in times of economic uncertainty.



**What better way to celebrate 10 years than with a makeover. We're updating our website with a new look, improved features and with even easier ways for members to manage their accounts. Check it out in January 2010.**



[www.outlookfinancial.com](http://www.outlookfinancial.com)

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Monday to Friday  
8 a.m. to 8 p.m. CST  
Saturday  
9 a.m. to 4 p.m. CST



# Invest in Your Future

## >> Tips and tricks to grow your savings even faster

### TFSA in 2010

As the new year is fast approaching, remember that as of January 1, 2010 you will have even more opportunity to grow your investments, tax free.

You can contribute up to \$5,000 every year and any unused contribution room can be carried forward to the next year. For example, if you contributed \$3,000 to your Tax-Free Savings Account in 2009, your contribution room for 2010 will be \$7,000 (\$2,000 carried forward from 2009 plus \$5,000 for 2010). There is no limit on how much contribution room you can accumulate.

Though contributions to your TFSA will not be tax-deductible, your investment earnings will be tax free. With this flexible investment option, you will be able to withdraw your deposits and interest from your TFSA without tax consequences.

Open your Outlook TFSA today. Get our TFSA application online to start enjoying Outlook's great returns tax free.

### Start now, save often

Set up a pre-authorized contribution for as little as \$25 and put yourself on an effortless path to a secure future. Simply go online and complete an Automatic Deposit form, sign it and send it in with a void personalized cheque from the financial institution you wish to transfer from. When your savings reach \$1,000, transfer your funds to an Outlook GIC and watch your savings grow even faster.

### Transfer your existing RRSP, RRIF or TFSA

We make it easy to transfer in your RRSPs, RRIFs or TFSA from another financial institution. Simply complete our online Direct Transfer-in form and send it in, we'll do the rest.

### Turning 71 this year?

You have until December 31 to make a final RRSP contribution and convert all your RRSPs into income-producing investments. We can help you review your retirement income options.

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# The new face of Outlook: January 2010

Outlook Financial is based on a simple principle: eliminate the overhead associated with maintaining a branch network to offer higher interest rates and pass on greater savings to our members. As a virtual institution, Outlook is intended for people who are comfortable self-managing their accounts using technology such as the Internet and ATMs. Since the web is a vital part of how you manage your savings, we have been working behind the scenes to enhance the Outlook website. With a new look, intuitive navigation and more tools for members, we are sure you will find that our website will make it even easier for you to take care of your accounts and watch your savings grow. Following are some of the updates and improvements we've made to serve you better.

## Easier to use

We have made the site more intuitive and organized it differently, so it is easier than ever to get where you want to go.

## Find out how to do more

With more information and tools to help you manage your accounts, our updated website will help you take care of your savings. Find out what to do, when you want to do it.

## Online forms

The forms you need to take care of your accounts, open new accounts, or transfer funds are clear and quick to complete and in some cases can be submitted directly to us, reducing the need to print.

Our new forms are designed to respond to your needs, only asking questions necessary to complete your transactions based on your responses. In addition, our forms contain explanations to help you understand why we are asking for certain information and to make sure that all required

information is completed correctly, thereby avoiding unnecessary delays in processing.

## Email confirmations

By providing us with your email address when you submit your form, we are able to provide an email confirmation to you when your request is complete.

## Get instant rate updates

If you would like to stay on top of our current rates, you can go online and subscribe to Outlook's interest rate RSS feed. Our RSS (really simple syndication) feed automatically provides you with rate updates on your computer or cell phone as soon as the rates change.

## We're here to help

With our new website features, you may not have a need to call us. However, we're still here for you. Our Member Communication Centre representatives would be happy to walk you through the new tools available on our website and help you find what you need.

## HELPING US SERVE YOU

**Thank you to all the members who took the time to complete our online member survey. We appreciate your feedback and will be using it to further improve the services we offer at Outlook. Congratulations to the winner of the Outlook Member Survey draw, Richard Ross. Richard received \$100 for sharing his thoughts with us.**

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# Make your mark

## Board of Directors

When you choose to do business with Outlook Financial, you become a member of Assiniboine Credit Union, Outlook's parent company. As a member you have the right to vote for your Board of Directors and nominate a member, including yourself, to run for election to the board. ACU's board is committed to strong, responsible and ethical governance. Integral to this commitment is ensuring the composition of the board has an effective and well-rounded mix of skills and experience in the following areas: finance, community/social inclusion, human resources, environment, co-operatives/credit unions, community development and management.

## Member Resolutions

In accordance with *The Credit Unions and Caisses Populaires Act* and Assiniboine Credit Union By-laws, members have the right to submit Resolutions for consideration by the membership.

Resolutions are part of the rules that guide and govern ACU and reflect the valuable input of the membership. A Resolution can be on any matter that a member submits for discussion. A Resolution permits the matter to be considered and voted upon by the members.

Watch for your election package in the mail in March 2010. For the latest information on the election of directors, member Resolutions or to find out how to nominate yourself or another eligible member for the board, please follow the link from the Outlook homepage at <http://www.outlookfinancial.com> or visit Assiniboine's website at [www.assiniboine.mb.ca](http://www.assiniboine.mb.ca).

## IMPORTANT DATES

- **November 1 – December 15, 2009**  
Call for Nominations and Member Resolutions.
- **December 15, 2009**  
Nominations and Member Resolutions close at 5 p.m.
- **January 11 – 16, 2010**  
Candidate interviews.
- **March 15 – 31, 2010**  
Candidates available to discuss issues or answer member questions.
- **March 15 – April 1, 2010**  
Election period. Members vote.
- **April 1, 2010**  
Voting closes. Deadline for ballots.
- **April 20, 2010**  
Annual General Meeting. Election and Resolution results announced.



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## A leader in governance



*The chair of Assiniboine's Board of Directors, Garry Loewen, accepts the 2009 Leadership in Co-operative Governance Award, presented by the Canadian Co-operative Association (CCA) at CCA's National Congress in Ottawa.*

Assiniboine Credit Union is the winner of the 2009 Leadership in Co-operative Governance Award, presented by the Canadian Co-operative Association (CCA) to honour co-operatives and credit unions that demonstrate excellence in board governance.

In choosing Assiniboine for the award, the adjudicators commended the credit union's board for committing Assiniboine to "becoming a learning organization." They praised Assiniboine's commitment to excellence in governance as one of the organization's strategic goals to support its vision of being the "financial co-operative of choice." It was also noted that "the board was committed to transparency in terms of policies and practices with a robust approach to disclosure within its annual reporting framework." Finally, the committee cited Assiniboine's process for choosing board members, "a process that proactively attempts to balance members' rights to stand for election to the board and ensuring that the board is composed of competent people representative of a diverse membership."

"After the hard work our organization has put into our governance work these past few years, it is very affirming to be recognized for what we have accomplished," said Chair Garry Loewen after receiving the award on behalf of the Assiniboine Board. "It is particularly affirming to be recognized by the lead organization for the co-operative movement – a movement whose principles we strive constantly to embody and uphold."



# Protecting your information

At Outlook Financial, we take the protection of your personal information very seriously and so should you. Here are just a few precautions to make sure your information stays private.

- We never send sensitive information by email and request that you do the same. If you need to contact us with a personal inquiry, please do not send your details through email. Give our Member Communication Centre a call. Our representatives will be happy to assist you.
- Do not follow links to our website or to online banking from within an email. We will never send these links in an email. Fake emails can look very authentic, and when you follow the link, you may be directed to a site that looks real but is actually set up to steal your personal information. Always type the website address into your browser or use your bookmarked web addresses.

- When you open a membership or set up an electronic transfer or pre-authorized contribution, we ask you for a personalized cheque from another financial institution you are currently dealing with. This is to ensure the accuracy of your personal information and is a requirement due to the implementation of the federal Proceeds of Crime (Money Laundering) and Terrorist Financing Act.
- Please do not share your passwords or access codes with anyone. This seems like an obvious one, but is a rule that is too frequently ignored. With Outlook there are a few different passwords that you use to manage your accounts (ATM, CU@HOME Internet banking, Outlook-by-Phone). Please don't share these with anyone. If you think that a password or access code of yours has been compromised, please contact Outlook immediately.
- All Assiniboine employees are required to pass an annual test on the subject of Privacy. It's part of how we train and reinforce the importance we place on member information.
- Keep yourself informed. Check out our website for the news you need to know.



**100% Guarantee. 0% Worry.**

Remember, all Outlook Financial deposits and interest **are guaranteed without limit** by the Credit Union Deposit Guarantee Corporation. Outlook's savings accounts and Guaranteed Investment Certificates are RRSP – and TFSA – eligible.

