

**Greetings from
CEO Dave Hergesheimer**



The Oak Bank Credit Union has seen a number of changes take place over the past few months. We've upgraded our banking systems to take advantage of the advancements in technology; we've finished extensive renovations to our branch in Oak Bank; and we've announced our plans to build a new satellite branch in Dugald. Our members' needs are always changing and we will continue to be proactive in providing enhancements to the services that are relied on every day.

This year's International Credit Union Day on October 21 will not only be a celebration of the Credit Union difference, but will also be a time when we commemorate the grand reopening of our branch in Oak Bank. I hope you will be able to join in celebration with us on that day!

**Oak Bank Branch
Renovations Nearly Complete**

After months of extensive interior and exterior renovations to the Credit Union's main branch in Oak Bank, Manitoba, the construction work is almost finished. The exterior of the building sports the new logo with new roof paneling chosen to match the brand's color themes. The biggest changes can be found inside the Credit Union, where the entire front lobby has been revamped with all new counters, flooring, ceiling, lighting, and more. There are now sit down stations for members to utilize, while automated hand sanitizers have been installed, all to provide a safe, relaxing, and germ-free banking environment.



The previous furnishings were due for a changeover with the branch not seeing any facility upgrades for over 15 years. "We felt it was time to renew the banking experience we offered our members. Image is important to us, and being able to provide a friendly, warm, and welcoming atmosphere is a big part of the banking experience," says Marketing Coordinator Kurt Brown. The new design features vibrant and rich color tones, and a style that ties in well with the organization's new oak leaf brand.

Once again the Oak Bank Credit Union would like to sincerely thank the public for their cooperation and understanding during all the recent construction work and banking changes that have occurred in the last 6 months. These changes have been made in an effort to offer you market leading rates and superior service, which will continue to be our top priority and commitment to our valued members.

**New Chip Debit Cards
Are on the Way!**



Keeping your money safe is one of our top priorities to you. In continuing that promise, we will be releasing new Member Card debit cards with chip technology. These security-enhanced debit cards will be nearly impossible to break into, and thus give you greater protection of your money. Chipped debit cards are safer because they add an extra layer of encryption to account information, making it even more difficult to create a duplicate card or make purchases without the unique four-digit PIN number. Think of it as a multi-layered defense system against fraud and identity theft.

This move to chip technology is just one more way we are responding to the rapidly changing payments environment and offering our members the latest in convenient and secure payment methods available today. The technology has been tested, proven, and is in wide use around the world. New chip-enabled Member Cards could arrive in your mailbox as early as late Fall 2010.

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Member Appreciation Day a Success!

On August 27, Hundreds of members lined up at our locations in East St. Paul and Oak Bank to enjoy a BBQ with staff, management and board members of the Oak Bank Credit Union. Members also took advantage of our friends from Shred-It, the mobile document destroyers who were also onsite to securely dispose of any sensitive materials people had brought. Overall, the event was a tremendous success, and members can look forward to this on an annual basis. We'd like to give a special thank-you to the Lion's Club for their assistance at our branch in East St. Paul, as well as the Kinsmen Club for their help at our branch in Oak Bank.

Board of
Director
Cathy King
and the Kinsmen
serve up hotdogs
and drinks on
Member
Appreciation
Day



Attention Members! Bring ID for Identity Storage



In addition to new features, our new banking system enables us to do cross reference security checks on members' accounts to accurately verify account holders and prevent identity fraud, as well as other forms of account tampering. In order to provide you with this enhanced protection, we need your help! If you haven't already done so, please bring in photo ID, so that we can capture this information and store it in our system. Your privacy is important to us, and we will never sell or release any of your personal information without your consent.



Winner of the Broil King BBQ Chris Nelson with Marketing Coordinator Kurtis Brown

We Have a Winner!

Chris Neilson of East St. Paul is the lucky winner of our statement suppression contest! By suppressing (discontinuing) her monthly statement Chris has helped us reduce the amount of paper we consume, which has in turn, benefitted our environment, wildlife, and our children's future. By doing her part, Chris has become the proud owner of a brand new Broil King BBQ! We would like to thank everyone who participated in the statement suppression contest, as every statement that doesn't need printing saves our planet's precious limited natural resources, and reduces the need to use environmentally damaging chemicals to have them produced. If you still have not suppressed your statement(s), we strongly encourage you to do so, and now that E-Statements are available online, you can view your monthly activity as soon as it becomes available.

Loans & Mortgages from

3.25%*

* (APR) Rates subject to change without notice

Come **CELEBRATE** our **GRAND REOPENING!**

Join us on **International Credit Union Day**
October 21

See our newly renovated branch in Oak Bank!
Enjoy complimentary food, beverages,
and enter for your chance to win
a personal Gift Basket from Ticket A Ticket

Ceremonial ribbon cutting to take place in Oak Bank at 1pm
See you there!

AgrilInvest Savings Rates of

1.65%*

* (APR) Rates subject to change without notice

Branching Out!

We are extending our branches' reach to the Dugald area! The staff, board, and management at Oak Bank Credit Union are very excited to extend their reach in the rural community of Springfield. "We have strong, long standing roots within the Springfield community and with the area continuing to grow we wanted to give people a convenient and accessible alternative to conduct their banking." Explained CEO Dave Hergesheimer. The 5,000 square foot building will be located on Hwy 15, east of Provincial Road 206 and will feature a unique design reminiscent of the train stations that used to be seen throughout the west in the old days. In making this decision, CEO Dave Hergesheimer wanted to ensure the unique culture and styles found throughout Springfield were preserved "The Springfield community has a lot of character, so when planning this venture we wanted to maintain that character in the architectural look and feel." Of the 5,000 square feet, the Credit Union will occupy one third of the building, while the remaining space will be available for lease.

This will be a modern, full-service branch, complete with a drive-thru ATM. "Our philosophy has always been to improve and expand our service wherever we can," noted board president James Wade, "and we believe this new branch will do exactly that. It will be a welcome convenience for our many members who live in the Dugald and Anola areas and an attractive addition to the community."

This will be the third branch of the Oak Bank Credit Union, having served the Springfield and surrounding communities since 1946. Construction is slated to begin later this fall, with the new location expected to be open sometime next year. The new Dugald branch is the latest in a series of major projects undertaken by the Credit Union in the last year. "We've been busy, but that's the way it has to be when your customers are also your owners," said Wade. "They expect us to be responsive, innovative and focused on service. This new branch is just one more way we're delivering on those expectations."

For more information and to inquire about leasing opportunities, please contact CEO Dave Hergesheimer @ 444-7208.



A Reminder for CHOICE REWARDS Cardholders

CHOICE REWARDS cardholders are reminded not to disclose personal or financial information to anyone inquiring over the phone or the Internet.

CUETS Financial, the issuer of CHOICE REWARDS credit cards to credit union members, advised that several CHOICE REWARDS cardholders were recently contacted by email and told about a non-existent program called 'Cash Points.' The cardholders were asked to update their credit card account information to win 1,000 points. These emails are fraudulent. By clicking on the link within the email, cardholders were taken to a fake website where they were asked to enter their social insurance number, mother's maiden name, credit card number and CVC number (the security code on the back of a credit card).

If you are a CHOICE REWARDS cardholder and you receive an email such as this, delete it immediately. Do not click on the link and do not send any of your personal information. As a cardholder, please remember that you will never be asked for personal information by phone or over the Internet.

For more information on how CUETS protects your information, please visit www.cuets.ca/privacy/index.html.

Canada Learning Bond Another Option for Post-secondary Savings



With the creation of an RESP, modest-income families are then in position to take advantage of another federal government grant, the Canada Learning Bond (CLB).

The CLB is offered by the government to help parents, friends and family members save for the post-secondary education of children in modest-income families. Under the program, the government will make a one-time payment of \$500 into the RESP of a child who qualifies for the CLB (if the child's primary caregiver receives the National Child Benefit Supplement, the child is eligible to receive the CLB). The government will also deposit \$100 each subsequent year that the child continues to qualify, up to a maximum of \$2,000.

Details on the CLB, including information on how to apply, can be found at canlearn.ca, a website that also features more information on RESPs and the Canada Education Savings Grant.



New Banking System Conversion Complete

Oak Bank Credit Union is pleased to have successfully finished converting to their new banking system. The new system provides the Credit Union added functionality and features, allowing the organization to offer the latest services to members. The new system also allows the Credit Union to remain flexible in being able to provide additional features in the future as updates to the system occur. "We wanted to ensure that any new banking software we considered would allow us to further improve our service offerings, while enabling us to still be a leader in the financial industry and provide ongoing enhancements to our banking platform as technology continues to improve." explained CEO Dave Hergesheimer.

The Oak Bank Credit Union would also like to extend a heartfelt thank you to everyone for their understanding and cooperation during the conversion process. The decision to upgrade to a new banking system was made in order to serve you better; Oak Bank Credit Union will work hard to meet or exceed the service you expect and deserve. The Credit Union sincerely appreciates your business!

Worry Free Investing with Dollar Cost Averaging and Pre-Authorized Contributions

There's an investment strategy that will keep your investment plan on track over the long run, no matter how much financial markets zigzag in the short run.

The strategy is Dollar Cost Averaging, and it's one of the benefits of putting in place a Pre-Authorized Contribution Plan for your RRSP, non-registered investment account, or child's RESP.

Here's how it works. Set up a PAC Plan to buy the same dollar amount of mutual fund units every month. Invest as little as \$100 a month, or as much as your budget allows. As the stock markets move up and down over time, your regular monthly investment automatically buys more fund units when prices are lower and fewer units when prices are higher, thus reducing the average price of your units, resulting in higher returns over time.

There is no need to worry about market volatility with this strategy, or trying to guess when is the best time to make a lump sum investment. Your PAC Plan contributions are automatic every month, no matter what the markets are doing.

As an Investment Professional, I continually work with my clients to assess their goals and design and carry out investment programs that work for them. It's never too late, or too early, to begin planning for your retirement. I can help you assess your goals and will work with you to establish an investment program that's specially designed for you.



Investment Advisor Dave Henry

The Oak Bank Credit Union would like to recognize Long Term/Service Awards and Milestones for 2010 Congratulations to... Lynn Gates 10 years, Dave Hergesheimer 10 years, Lynn Gmiterek 5 years, Lori Christensen 10 years Lise Shumsky 5 years, Debbie Dutkewich 35 years

Saving for your Child's University Education? Consider an RESP



With school back in session, now is a great time for parents to give some thought to saving for their children's post-secondary education.

Consider this: according to Statistics Canada, average tuition fees for one year of university are now \$4,917. Saving for your child's education can have a positive impact on their future in a variety of ways. Not only does it reduce the need for burdensome student loans, but it frees students up to focus on their education, which may lead to higher grades and greater opportunities down the road.

But setting aside money for an education fund is not always easy. Fortunately, Canadians have access to one of the best post-secondary education savings plans in the world. The Certified General Accountants Association of Canada recently reported that an Organization for Economic Co-operation and Development (OECD) study found that Canadian Registered Education Saving Plans (RESPs) ranked as "one of the most generous savings plans across all OECD countries."

With an RESP, a parent (or grandparent, spouse or common law partner) makes contributions to the plan. Those contributions are not taxable, so long as the money stays in the RESP. When it comes time for the beneficiary of the plan to begin their post-secondary education, the accumulated funds can then be used to help finance their schooling.

The real advantage of an RESP is that through the Canada Education Savings Grant (CESG), the federal government provides 20 cents for every contributed dollar, up to a maximum of \$500 per year. Under the enhanced CESG introduced in 2004, families earning below \$77,769 can earn an additional 10 cents per dollar up to the first \$500 contributed annually, while families earning below \$38,832 can earn an additional 20 cents per dollar (again, up to the first \$500 contributed annually).

If you're interested in creating an RESP, please contact us for more information.

Highlighting Our Strengths... Our Employees

featuring...
Birds Hill Branch Manager
Ida Wonnick



How long have you been with the Oak Bank Credit Union and what is your current role?

I have completed 11 years with the Oak Bank Credit Union and am currently the Branch Manager of our Birds Hill branch.

What do you like most about your job?

Helping our members! I really enjoy being able to assist our members with their most important asset, their money. Whether it's about borrowing money for a new vehicle or saving for a worry-free retirement, you get to know the members on a personal level and this helps me to understand them better, so that I can recommend a product or service that meets their needs.

Are there any noteworthy challenges you've faced in your position?

One of the biggest challenges for me was the renovations of this branch in 2009. Throughout the entire renovations we were not closed one single day. I think this shows our commitment to our members. We agreed that the first week was fun, but after that all we wanted was for construction to finish. In the end, we were very proud of the final results.

We have our members to thank as they were amazing in their understanding of our messy branch and were at the same time very excited to see the finished project.

Another daunting challenge was the conversion to a new banking system. I was part of the conversion team that had to ensure all staff was properly trained, so that in March 2010 when we finished converting, we felt comfortable in the fact that everyone knew what to do. Even 6 month after our conversion we are still learning and will continue to do so. One particular achievement we are very proud of is that we were the 1st Credit Union to convert virtually trouble-free. Our members' understanding of the differences was amazing, so we have them to thank for their part in the conversion.

Have you enjoyed working out of Birds Hill in the East St. Paul community?

I have very much enjoyed working out of the Birds Hill branch in East St. Paul. This is the community where my husband Ray and I raised our 3 children and have lived in for the past 29 years. Birds Hill is very dear to me on many levels.

Do you have any particular hobbies or interests?

Travel would be my main interest, although I am not able to travel as much as I would like, but when I do I make the most of it. My hobby now would be reading. I love all types of reading from articles in the paper to magazines, but mostly books - real and fiction - depending on my mood.

Do you have a favorite food, season, or musical artist?

I love all types of food and enjoy trying new dishes; I especially like turkey with all the fixings. My favorite season is autumn. I love the brisk air, the warm sun, and the variety of colours. I listen to all kinds of music from classical to rock, with no, one, favorite artist.



David Hergesheimer - Chief Executive Officer
Ida Wonnick - Bird's Hill Branch Manager
Jim Wade - Credit Union Board President

Our Mission

"To make a positive difference in the lives of our members, neighbours, and employees by operating a financially solid, service-focused and principle-driven cooperative financial institution"

Our Vision

"To be known as the leader in value, service, integrity, and dedication to the community"

Looking After Your Money

26 Month Term Deposit **3.0%***

42 Month Term Deposit **3.4%***

*(APR) Rates subject to change without notice

Oak Bank Branch
686 Main Street
Oak Bank, MB R0E 1J0
Ph: 444-7200
Fax: 444-3513

Bird's Hill Branch
3187 Bird's Hill Road
East St. Paul, MB R2E 1G6
Ph: 654-8100
Fax: 663-7517

Sabres Youth Credit Union
Operated by the students of
Springfield Collegiate
Oak Bank, MB