



## 2010 LCU board of directors

*Back row, left to right: Clem Boisvert- Board member since 1993, Glenn Sproule – Board member since 2007, Jim Hribnak- Board member since 1993, Guy Monette- Board member since 1996, Front Row, left to right: Marg McIvor- Board member since 2009, Ben Filson- Board member since 1997, Debbie Ash- Board member since 1998*

*The dedication and commitment of these individuals, and all our past board members has been the foundation of our success for the past 72 years. We salute them for all the time and effort they give to Lafleche Credit Union.*

## Our best RRSP advice to you: Get started now!!

Now is the time to plan your registered retirement savings plan for the upcoming year. Each February, Canadians rush to buy their RRSPs before the **March deadline**. You can avoid this last minute rush by making monthly or bi-weekly payments

throughout the year. Make your RRSP savings a regular part of your monthly budgeting.

**Visit us today to get started on your monthly RRSP deposit. ■**

### Upcoming events



- Lafleche & area**
- Lions Carol Festival – Dec 16 at 7:30 PM
  - Lions New Year Dance – Dec 31 9 -1 PM
  - Lafleche Curling Club's Open Bonspiel – Feb 2 - 5
- Glentworth & area**
- Fun Bonspiel - December 4
  - Main Bonspiel - February 6-13
  - Fir Mountain New Years Eve Steak Nite - Dec 31



**Lafleche Credit Union Limited**  
PO Box 429  
Lafleche, SK S0H 2K0

Phone: 306-472-5215  
Fax: 306-472-5545  
Toll-free: 1-888-472-5215  
Monday to Friday 9 AM to 4 PM

**Glentworth Branch**  
Phone: 306-266-4821  
Fax: 306-266-2118  
Monday to Friday 9 AM to 4 PM  
Closed Noon to 1 PM

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



### Holiday hours

- **Friday, Dec. 24 - closing at 2 p.m.**

Both branches will be closed:

- Monday, Dec. 27
- Tuesday Dec. 28
- Monday Jan. 3.

*Wishing our members a Merry Christmas and a Happy New Year.*



# MONEYWise

A NEWSLETTER FOR CREDIT UNION MEMBERS



WINTER 2010



## Did you know: Your deposits are safe with us!

All deposits held in Saskatchewan credit unions are fully guaranteed, whether it's \$1, \$1 million or more.

Even interest on deposits is guaranteed.

The deposit protection is funded by an annual assessment paid by all credit unions to the guarantee fund, which is managed

by the Credit Union Deposit Guarantee Corporation. The guarantee fund is a pool of money set aside to guarantee repayment of the full amount of funds on deposit in Saskatchewan credit unions.

For more information on the guarantee, visit [www.cudgc.sk.ca](http://www.cudgc.sk.ca). ■

## Fat Cat visits Glentworth School

Kindergarten to grade 6 students were pleased to have FatCat visit their school on October 19. Fat Cat encouraged the students to start saving at an early age. It's never too early or too late to start teaching sound financial habits.



Each student received a credit union piggy bank to help them start saving. Students are competing to see which student from each grade can save the most money by January 6, 2011. ■

## Did you also know....

Lafleche Credit Union offers a **USD chequing account product**....so instead of holding and stashing your USD cash in your sock drawer or under your mattress.... bring it into us and open a USD account. It's fast/easy and it is a whole lot safer....you can even earn a little interest on it too. ■



## Put your Credit Union MasterCard to work for you on your next vacation



If you're planning a trip to warmer climes this winter, there are several important ways your Credit Union MasterCard can help you while on vacation. The Credit Union MasterCard offers a variety of features that can come in very handy when you're traveling outside of Saskatchewan or Canada, including:

- **Out-of-province/country travel medical insurance**  
Your Credit Union MasterCard provides

a wide range of benefits should you experience health problems while out of the province or country.

- **MasterTrip®**  
MasterTrip® provides a variety of benefits, including trip cancellation insurance, emergency assistance services, unexpected return home benefits, common carrier travel accident insurance and accidental death insurance.

- **MasterRental®**  
Accidents do happen, and when you're in a rental car, it's nice to be protected. When you rent a car with a Credit Union MasterCard that features MasterRental®, you receive a collision damage waiver benefit (equivalent to that offered by the car rental company, provided you decline theirs), car rental accidental death and dismemberment benefits (up to \$300,000 per accident) and personal effects benefits (if your rental car is damaged or stolen, any personal effects in the car are covered up to \$1,000 per insured person, up to \$2,000 per rental period). Please note that some limitations apply. See the certificate of insurance when you receive your card.

For full details on the features of Credit Union MasterCards, visit [www.cuets.ca/products/index.html](http://www.cuets.ca/products/index.html) or speak to a representative at the credit union. ■

## Credit unions continue to demonstrate concern for community

Concern for Community is one of the Seven International Co-operative Principles that guide all co-operatives, including credit unions.

Last year, credit unions across Canada demonstrated their concern for the communities they serve by contributing nearly \$37.5 million to local community projects, as well as supporting their communities with money, services and time.

### **Saskatchewan credit unions donated \$6.6 million in 2009.**

A survey conducted by Credit Union Central of Canada, the national trade association for credit unions, found that support included nearly \$25 million in donations and sponsorships, \$1.3 million in scholarships and bursaries, more than \$4.5 million in donations to charitable foundations, \$3.4 million in financial

services contributions to community organizations and also nearly \$3.4 million in donations-in-kind.

Here in Saskatchewan, credit unions donated \$6.6 million to community groups and organizations. This represents 9.2% of credit union pre-tax profits, more than nine times the 1% benchmark recommended by the Canadian Centre for Philanthropy's Imagine program. ■

## Credit unions tops in customer service for the sixth straight year

Each year through its Canadian panel, global market research firm Synovate surveys a large number of households, including credit union members and customers of the major banks, to gauge their satisfaction in a wide range of customer service categories. The survey results make up the firm's Customer Service Index, which in turn generates Synovate's annual Best Banking Awards.

Synovate recently announced the 2010 winners and again credit unions won the overall Customer Service Excellence among all financial institutions, something they've now done for six consecutive years. In addition to the overall award, credit

unions took home awards in four other categories among all financial institutions, including:

- "Values my business"
- Financial planning & advice
- Branch service excellence
- Telephone banking excellence

Like all credit unions, we take pride in awards like these because we work hard to make sure you're satisfied with the service you receive. Our members are our owners and we've always made a priority of providing friendly personal service as well



as convenient, reliable and secure technology options, such as telephone and online banking.

Member satisfaction is important to us, so if you have any service concerns, please share them with us. We'd love to hear from you. ■

*The Synovate 2010 Best Banking Awards are derived from the combined program year results of quarterly Customer Service Index (CSI) surveys ending August 2010. Sample size for the total 2010 CSI program year ended August 2010 was 38,978 households. The CSI survey has been conducted since 1987.*

## Your credit union: proud to serve small businesses

Credit unions are recognized leaders in customer service, but did you know we're also adept at serving commercial members?

This commitment to business was reflected in a report released earlier this year by the Canadian Federation of Independent Business (CFIB). The CFIB's Banking on Better Service research report indicates that in the past 20 years, Canadian credit unions have dramatically increased their foothold in the small- and medium-sized enterprise (SME) market. In fact, since 1989 credit unions have increased their SME market share by 96% — far and away the biggest gain of any major financial institution in Canada.

The report noted that for micro businesses (zero to four employees) and small



businesses (five to 49 employees), credit unions outperformed all other financial institutions in terms of financing, fees and service.

If you own or operate your own business

and you're interested in learning more about how the credit union can serve you, please feel free to contact us to schedule an appointment. We'd be happy to discuss your options with you. ■