



2017 Annual Report to Members

CASERAchievements

Financial Strength. Member Service. Community Support.



Mission:

To fulfill our members' financial needs with trustworthy advice, market-leading products, and exceptional service that creates rewarding member experiences.

Vision:

We will prosper and enrich our relationship with members by introducing technologies that broaden the ways we deliver service.

Core Values:

Investment in People

We invest in our employees, providing in-depth training and an array of career opportunities to assist them in delivering exceptional member service.

Support of Community

We foster leadership and enrichment in the spirit of the co-operative principles by proudly supporting community programs and events that enhance our neighbourhoods.

Commitment to Excellence

We strive for excellence by embracing change, anticipating our members' financial needs, leveraging advanced technologies, and delivering sound financial solutions.

CASER Achieving Our Objectives

BOARD CHAIR & CEO'S REPORT

Throughout 2017, we remained committed to building relationships with our members and helping them generate prosperity for themselves and their families. Against the backdrop of a national economy that continues to perform well, but which still indicates some uncertainty, Casera's goals of managing growth and improving on financial stability while delivering excellent service remained on target. The ongoing management of our resources helped us maintain a stable financial position in 2017, and coupled with the continued loyalty of our membership, Casera's outlook remains strong.

Following the preparatory work accomplished in 2016, Casera completed the restructuring of its Board committees and processes to reflect best industry standards. The new model—comprised of Governance and Human Resources, Audit and Risk, Nominating and Executive committees—creates greater efficiencies, allowing committee members to focus on pertinent issues and the Board to operate more strategically.

Casera also initiated a new strategic plan at the beginning of 2017 that determines the credit union's goals and objectives for the next three years. The strategies developed and approved by the Board chart a path to guide Casera through evolving trends and present milestones to measure the credit union's progress.

Innovative technologies introduced during the year include a new generation of ATMs installed at the Kildare and St. Anne's branches. The machines feature a larger monitor with improved graphics, envelope-free transactions and a visual summary of deposits. We also launched Personal Financial Management (PFM), a free online system with built-in spending and budgeting tools and daily charts and graphs, which give members a better understanding of how they save and spend their money.

Casera would like to thank retiring directors Martin Johnson, Beverly Lafrance and Stephen Zurawecki for their deep commitment and tireless contribution to Casera's ongoing success. Their unique experiences, abilities and perspectives have helped Casera's Board deliver visionary leadership and professional governance.

Thank you also to our members whose business we value and whose loyalty ensures our future success. We are grateful as well to Casera's dedicated staff members who deliver the kind of exceptional service upon which we have built our reputation. We are looking forward to another prosperous year in 2018.

Robert Riddell
Board Chair



Brent Thomas
Chief Executive Officer



CASERAchieving All Year Round

2017 HIGHLIGHTS



Teacher Kelly Wilde (standing) has overseen Titan Credit Union at Transcona Collegiate for 16 years. With Kelly are members of Titan's Board of Directors, (L-R) Jacob Yerlitz (President), Caroline Hunter, Carson Dickinson, and Mike Alamil.

Celebrating 20 Years

Titan Credit Union, Casera's first high school-based branch, achieved 20 years of success. Launched in 1997, Titan was an innovative business-education partnership between Transcona Collegiate and Casera (then known as Transcona Credit Union). Since then, hundreds of young co-operators have benefited from the program which is organized and operated by students.



96%

overall satisfaction with Casera
(93% in 2016)



97%

of members would recommend
Casera to friends and family
(95% in 2016)



90%

of members conduct the majority
of their financial business with
Casera (84% in 2016)

Reflecting Trust & Loyalty

According to the 2017 member survey, our members continue to be loyal supporters of Casera and active users of our products and services.

Casera proudly supports Transcona BIZ and its year-round activities at Transcona Centennial Square.





Awarding Community Service

Wilma Sotas was the recipient of the 2017 Casera Community Award for Leadership. Ms. Sotas's commitment to social issues and her work on the board of Save Our Seine, a nonprofit environmental group, made her an ideal choice for the award.

Introducing New Technologies

Casera's Personal Financial Management (PFM) system introduced members to an innovative and secure way to view their accounts online and to understand how and where their money was saved and spent.

An upgrade to CU@Home made it possible for members to reset their online banking passwords without having to contact their neighbourhood branches for assistance.

New Generation ATMs with larger monitors, improved graphics and enhanced interfaces were installed at the Kildare and St. Anne's branches.



Restructuring Board Committees

Casera's Board finalized its restructuring in 2017, reducing the number of committees to Governance and Human Resources, Audit and Risk, Nominating, and Executive. The reorganization reflects industry standards, increases efficiencies, and allows for more strategic operations.



Supporting Our Communities

In 2017, Casera continued to support praiseworthy community organizations such as L'Arche Winnipeg, Save Our Seine, The Dream Factory, Transcona BIZ, Manitoba Mutts, Transcona Food Bank, United Way, Transcona Historical Museum, Breast Cancer Research and Christmas Cheer Board. Together, we are working to make our communities better places to live, work and play.

CASERAchieving Financial Strength

STATEMENT HIGHLIGHTS

Assets

2017.....	\$ 373,805,989
2016.....	\$ 367,563,225

Loans

2017.....	\$ 338,095,782
2016.....	\$ 332,328,158

Deposits

2017.....	\$ 343,966,477
2016.....	\$ 342,625,690

Equity

2017.....	\$ 25,221,223
2016.....	\$ 23,886,066

Net Income

2017.....	\$ 1,418,892
2016.....	\$ 1,279,025

Expenses

2017.....	\$ 6,399,100
2016.....	\$ 6,462,980

Efficiency Ratio

2017.....	79%
2016.....	80%

Share Dividends

2017.....	\$ 94,025
2016.....	\$ 94,404

Casera has distributed over \$3.9 million in dividends since 1994.



Casera's financial statements were authorized for issue by the Board of Directors on March 26, 2018. To review the 2017 financial statements in full, visit www.caseracu.ca.

Since 2007, Casera has proudly supported Save Our Seine's conservation and education efforts.

CASER Achieving Efficiency & Governance

BOARD COMMITTEES

GOVERNANCE & HUMAN RESOURCES

Barry Hoepfner (Chair), Dave Abel, Adrian Measner, Robert Riddell, Beverly Lafrance

Governs the credit union efficiently (ensuring that governance practices evolve with Casera's needs), helps protect Casera's reputation and ensures that policies provide employees with fair and meaningful employment in a safe and respectful workplace.

EXECUTIVE

Robert Riddell (Chair), Barry Hoepfner, Barbara Anderson, Adrian Measner

Helps the Board fulfill its role by dealing with urgent issues at the Board's discretion or when the Board cannot convene.

AUDIT & RISK

Adrian Measner (Chair), Barbara Anderson, Barry Hoepfner, Stephen Zurawecki

Establishes a framework for effective enterprise risk management and oversees such areas as the safeguarding of assets and member deposits, compliance with laws, regulations and governing policies, and integrity of management and financial information.

NOMINATING

Barbara Anderson (Chair), Linda Hansen, Robert Riddell

Recommends qualified candidates to fill open Board positions before the annual election process.

2017 MEETINGS

Board: 11
Planning: 2

COMMITTEES

Governance & Human Resources: 8
Audit & Risk: 9
Nominating: 6
Executive :2

TOTAL: 38

TOTAL DIRECTOR REMUNERATION

2017: \$46,700
2016: \$50,025



1300 Plessis 204-958-6300 | 8-630 Kildare 204-958-6320
720 St. Anne's 204-958-6600 | www.caseracu.ca

-  Like us on Facebook
-  Follow us @Caseracu
-  Follow us on Instagram
-  Email us: talktous@caseracu.ca