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Casera Credit Union
July 2022

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Annual General Meeting Highlights

Casera held its Annual General Meeting in April via videoconference. In 2021, assets grew by 3.25 percent to \$466 million, deposits increased by 2.94 percent to \$432 million, loans expanded by 5.79 percent to \$414 million, and Casera's net income was \$2.1 million. As a result, our financial position remains strong.

At the Annual General Meeting, Kyle Mager, East Winnipeg Sports Association, and St. Vital Museum received Casera Community Awards for Leadership and Enrichment.

Find more Annual General Meeting and awards info on page 2.

Banking on Benefits

Casera launched its new digital banking platform on May 10, 2022. Since then, over 90 percent of the credit union's active digital banking users have logged in to the benefits of online banking and the Casera CU Mobile App.

"The new platform has quickly been accepted by our members because it offers a wealth of new security enhancements, such as one-time passwords and security alerts," explains Brent Thomas, Casera's CEO. "For example, more than a dozen transactions require authentication with a one-time password received via text message or email."

Resetting usernames and passwords have become easier to achieve with the new platform. Now, if you forget your username, you can easily retrieve it on your own by using the convenient "recover username" function. And, if you forget your password, you can easily reset it on your own by using the "reset password" function.

An abundance of customizable features reflects the platform's flexibility. You can now transfer money quickly, conveniently, and safely to and from US accounts. Registering for account alerts ensures that you'll be notified immediately when any

incorrect or fraudulent transactions occur. You also have the capacity to download voided cheques, making it easier to set up your auto-debits and auto-deposits.

A newly designed website is also part of the digital banking platform. According to Thomas, the site delivers a user-friendly online experience that is viewable on any size device. In addition, the new mobile app combines online banking features with the website's new, updated look.

"There are 13 short, easy-to-understand digital banking demos available on our website that take you through all the procedures required to conduct online transactions, such as sending an *Interac* e-Transfer®, paying a bill, or resetting your password," he says. "You can quickly and easily learn about all the digital banking options at Casera."

Getting around Casera's website has become easier, according to Thomas. Whether you're looking for personal banking services or services for businesses or community organizations, you'll find it just a click away.

"We've improved the site's navigation significantly," he explains. "The tools you need to benefit from online banking are easy to find and easy to use."



Bank with the Casera CU Mobile App
Download it today!





CEO's Desktop

Technology drives much of the day-to-day success in today's competitive financial services industry. Therefore, credit unions like Casera must ensure they continue delivering market-leading digital banking opportunities to remain relevant to their members' needs.

As proven by the increasing popularity of online banking throughout the COVID-19 pandemic, digital banking is here to stay. The recent launch of our new digital banking platform is essential for Casera's long-term growth and prosperity. The robust suite of technologies — online banking, Casera CU Mobile App, and website — is part of our multi-year digital transformation strategy. Moving forward, we'll continue introducing innovative technologies that keep pace with the marketplace and our members' expectations.

Implementing the digital banking platform was no small task. I want to thank Casera's staff for their hard work ensuring a smooth transition. And thank you to our members for their continued patience and understanding throughout the conversion. We acknowledge that there were some operational deficiencies in the roll-out. However, we are working closely with our digital development partner to iron out the imperfections. Our goal is to ensure that the online experience is seamless for everyone.

Best Regards,
Brent Thomas
Chief Executive Officer

Annual General Meeting Celebrating Our Values & Successes

On April 19, 2022, Casera held its 70th Annual General Meeting via videoconference. Board Chair Robert Riddell and CEO Brent Thomas briefed members on the credit union's continued success.

2021 Financial Highlights

Assets grew by 3.25 percent to \$466 million
Deposits increased by 2.94 percent to \$432 million
Loans expanded by 5.79 percent to \$414 million
Casera's net income was \$2.1 million

"Despite the ongoing pandemic, economic uncertainties, and disruptions in the financial services industry, we have continued to build our future on the foundation of principles and prosperity," said Brent Thomas, Casera's CEO.

Review Casera's 2021 financial statements at www.caseracu.ca/en/about/publications-media-centre

Awarding Neighbourhood Heroes

2022 Casera Community Award Recipients



Kyle Mager

Kyle Mager

2022 Casera Community Leadership Award

Kyle Mager received the Casera Community Leadership Award for lending his time and energy to keep Transcona looking its best.

Kyle is one of those exceptional, eager-to-pitch-in community leaders whose efforts are primarily unseen but always valued. He quietly steps up to help keep the streets free of litter, back lanes empty of large, unsightly items, and roadsides clean of trash. This kind of pride in the community makes Kyle an invaluable neighbourhood leader.



L-R Tom Thompson,
EWSA President;
Steve Mymko,
Facility Manager,
Buhler Recreation
Park

East Winnipeg Sports Association

2022 Casera Community Enrichment Award

The East Winnipeg Sports Association accepted a Casera Community Enrichment Award for enhancing Winnipeg's recreational opportunities.

What began in 2003 as a dream to fulfill the recreational needs of eastern Winnipeg has become Buhler Recreation Park, a 140-acre multi-purpose recreational facility in south Transcona. Since then, the East Winnipeg Sports Association has directed and managed the Park, which has become a city-wide destination with thousands of visitors participating in recreational pursuits year-round.



L-R Brent Thomas,
Casera CEO; Robert
Holliday, St. Vital
Museum President

St. Vital Museum

2022 Casera Community Enrichment Award

The St. Vital Museum received a Casera Community Enrichment Award for its efforts to preserve our shared heritage.

The St. Vital Historical Society and the St. Vital Museum are essential community resources — working hard to conserve the community's rich history, dating back to the 1820s. The St. Vital Museum leads the charge to discover, collect, and preserve the stories and artifacts of Winnipeg's south-central neighbourhoods, including Elm Park, Glenwood, Pulberry, and River Park South.



World Elder Abuse Awareness Day

We're Doing Our Part to Prevent Financial Abuse

June 15, 2022, was World Elder Abuse Awareness Day. Through online learning and regular monitoring of transactions, Casera's staff actively tries to identify and prevent financial abuse of elderly and vulnerable members. This training helps us recognize and counteract the illegal or unauthorized use of someone else's money or property.

If you or someone you know is a victim of abuse — financially or otherwise — contact the police or phone the confidential, 24-hour, toll-free Seniors Abuse Support Line at 1-888-896-7183.

For more information about elder abuse awareness in Manitoba, please visit www.weaadmanitoba.ca or www.peam.ca

Thanks for Helping Make Jubilee's Dream Come True



Throughout May, Casera participated in The Dream Factory's Month of Dreams campaign. Our members, staff, directors, and friends of Jubilee, a Transcona girl with an adventuresome spirit and a cool wish to swim in the ocean, raised funds to help send her and her family to the Maritimes.

Thanks to everyone — your generous support helped Casera's branches surpass the campaign's goal.

Cost of Living Solutions

A trip to the gas pump or grocery store proves that the cost of living is rising. Like most Canadians, you face having to make hard choices that will affect your budget and your lifestyle.

Learn to navigate the tricky waters of inflation and higher household expenses with Casera's partner, the Credit Counselling Society. They offer tips and resources to help you make your lifestyle more affordable.

Check out the inflation-busting solutions at www.nomoredebts.org

Member News

Congratulations 2022 Casera Bursary Recipients

Calvin Christian School
Sadie Unger

Collège Pierre-Elliott Trudeau
Baylee Cesmystruk

Dakota Collegiate
Jessica Knight

Immanuel Christian School
Hannah Vonck

Murdoch MacKay Collegiate
Sheena (Charley) Moran
Logan Barrie

Springfield Collegiate
Paige Sokoloski

Transcona Collegiate Institute
Raven Laing

Casera Holidays

- July 30 Casera Holiday
- August 1 Terry Fox Day
- September 5 Labour Day
- September 30 National Day for Truth & Reconciliation
- October 10 Thanksgiving Day

Watch for Updates

Member Appreciation Week (National Co-op Week) in 2022 is scheduled for Monday, October 17 to Friday, October 21. We're also celebrating International Credit Union Day on Thursday, October 20.



Did you know Casera offers cost-effective banking solutions for community organizations?

Contact your neighbourhood branch today for more information.



Inflation & Investment

Rising inflation has been making headlines and creating challenges for people in 2022. In this volatile economic environment, many members are looking at their financial situation to determine how to save, spend, or invest in a way that best aligns with their long-term goals. You can minimize some of the impacts of inflation with an updated financial plan, renewed budget, or dynamic investment vehicles.

Talk to an investment specialist to learn more about what is available to you. We'll analyze your needs, determine your goals, discuss options, identify opportunities, and assist you in initiating an action plan.

Call, email, or drop by your neighbourhood branch to set up an appointment to meet with one of Casera's investment specialists.

Helpful Suggestions for Buying a Used Car

Recent supply chain shortages have impacted the availability of new vehicles in some markets. As a result, many buyers are taking a second look at the used car market.

One of the best reasons for buying a used vehicle is that it has depreciated for several years. Used cars lose value slower than new ones, reducing your overall cost of driving.

Depending on their age, many used vehicles may not include a warranty, meaning you will be responsible for the cost of future repairs. Some consider a new vehicle with a warranty better than a used car without one. That is for you to decide. However, consider the tips below if you're in the market for a used car.

Have a Mechanic Look at it

One of the most important steps when buying a used vehicle is having it inspected by a mechanic. Many sellers will be comfortable with you taking the car to a mechanic for a quick look-over. If that's not possible, consider bringing a trusted mechanic with you when you check out the car. While there, they can look it over for rust, mechanical issues, and more.

Dealerships Charge Tax

When registering a car you purchased in Manitoba, you must pay provincial sales tax (PST) to Manitoba Public Insurance. If you purchase your vehicle from a private citizen, this is the only sales tax you will pay.

You will also pay goods and service tax (GST) when buying a used car from a dealership. This tax is paid directly to the dealership at the time of the sale.

Check the Vehicle's History

By using a service like CARFAX (www.carfax.ca), you can determine if a vehicle was written off in an accident or has a history of any severe damage from something like a flood. Sellers may not always share this with you outright, so don't hesitate to do some digging on your own.

Organize Your Financial Documents Like a Professional

An easy-to-follow filing system makes it easier to find what you need and, come tax time, provides records without a stressful weekend of digging through papers.

STEP 1: Getting Started

Sort documents into logical groups, then start digitizing the documents from one of the groups (something like a vehicle, your home, or former tax returns). Once you finish up that group, move on to the next.

STEP 2: Digitize Everything

Free up space at home and reduce clutter/confusion. Unless you are required to keep a physical copy of a document, shred it securely after recording it.

STEP 3: Develop an Electronic Folder System

Make it easy to navigate your documents by getting in the habit of digitizing and immediately filing items electronically as you receive them in the future.

STEP 4: Switch to Digital First (Where You Can)

Wherever possible, opt-out of paper statements or invoices. Many places provide you with the option of receiving statements via email or a secure portal in digital form. Some items aren't digital yet, so find a safe place for them.

