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Important Changes to Our Royal Square Mall Branch

In recent years, we've observed a shift toward digital self-service channels, such as our 24/7 online banking and mobile app, which many of you now rely on for your daily banking. As part of our long-term strategy to adapt to these changes, we are constantly reviewing how we deliver services to provide the best possible experience for all members.

After much consideration, we've made the difficult but strategic decision to merge our Royal Square Mall branch, effective December 31, 2024. While this was not an easy choice, it reflects our commitment to adapting to your evolving needs and ensuring we can continue to offer exceptional service across all channels, including our digital platforms.

Our Commitment to Staff and Service

We understand that many of you have built strong relationships with the staff at the Royal Square Mall branch, and we're

pleased to confirm that there will be no staff layoffs as a result of this merger. All of our dedicated employees from this location will be relocated to our other branches, where they will continue to provide the personalized, high-quality service you've come to know and trust.

Moving Forward Together

As we embrace the future, we remain deeply committed to maintaining physical branch locations, recognizing that many members still value in-person services. We are dedicated to ensuring that our branches continue to meet your needs, while also embracing the growing demand for digital solutions. We believe this balanced approach will allow us to serve you even better in the years to come.

If you have any questions, please contact your branch or email our administration office at admin@gvccu.com.

We appreciate your understanding and thank you for your continued trust and loyalty. Whether you choose to bank with us online, in person, or over the phone, we look forward to continuing our relationship with you for many years to come.

Call for Nominations: Join GVC's Board of Directors

Are you passionate about shaping the future of your credit union? Serving on GVC's Board of Directors offers a rewarding opportunity to make a difference in the strategic direction of our organization. Directors play a key role in guiding the credit union's decisions, operations, and long-term goals.

If you've been a GVC member in good standing for at least 12 consecutive months prior to the close of nominations, and you meet the qualifications under the legislation governing GVC and the rules of GVC, you're invited to submit your nomination.

In 2025, elections will be held to fill three board positions, each for a three-year term of office. To nominate a candidate, please reach out to the Nominating Committee Chairperson, Elaine Schretlen, at elaine.schretlen@gmail.com (please use "GVCCU Nomination" in the subject line), or contact Victoria Kowalski, Administration & Marketing Manager, at vkowalski@gvccu.com or 604-238-4338.

Nominations close at 5 PM on Tuesday, November 12, 2024. Don't miss your chance to contribute to the future of GVC!

Prospective Candidates Information Session

Are you considering a role as a director and want to learn more? We invite you to join our virtual "Prospective Candidates Information Session," where you can gain insights into the responsibilities and rewards of being a GVC director.

The session will take place online on Wednesday, November 6, 2024, at 5:30 PM. To confirm your attendance, please RSVP by Monday, November 4, 2024, by contacting Amber Marcheen, Corporate Secretary, at 604-238-4338 or via email at amarcheen@gvccu.com.

We look forward to seeing you there!



Thank You for Your Feedback and Loyalty

We sincerely appreciate the time and effort our members took to complete our member satisfaction survey. Your feedback is invaluable and helps guide our efforts to improve our services for you.

What We Heard from You

Here are some of the key highlights from the feedback we received from members:

- Desire for extended branch and call center hours
- Requests for more branch locations
- Interest in mobile payment options (such as Apple Pay and Google Pay)
- Availability of debit Visa/Mastercard
- Ability to manage TFSA accounts online
- Scheduled e-transfers and Western Union integration
- Concerns over losing personal service in a digital shift

We value these suggestions and will be considering them as part of our future planning. We understand that while digital services are evolving, many members still highly value personal service. We are committed to providing that personal touch—whether in branch or by phone—alongside convenient digital options.

What We're Exploring

The survey also provided us with valuable insights into potential new service delivery models. Many respondents showed interest in mobile service options, while others voiced concerns about privacy and data sharing, particularly regarding open banking.

As we continue to explore these opportunities, we will carefully consider your feedback to ensure that any new

services align with both your preferences and our commitment to safeguarding your privacy and security.

We also received feedback on mailing paper statements, with majority of respondents supporting the idea of a small fee for this service. We will take this feedback into account as we look for ways to balance cost savings and member preferences.

Clarifying Our Services

We noticed that some respondents were unsure about certain services we already offer. Just to clarify:

- We offer remote deposit of cheques, personal loans, and lines of credit.
- While we have a limited number of branch locations, GVC Credit Union members can access thousands of surcharge-free ATMs across Canada through The Exchange Network. Just look for the Exchange logo at participating ATMs.

Additionally, some members mentioned being unsure about the online banking alerts feature, which adds an extra layer of security. If you haven't already, you can activate these alerts by logging into your account on the desktop version under the "Messages & Alerts" tab (this feature is not currently available on the mobile app).

Thank You for Your Continued Support

We are truly grateful for your ongoing loyalty and the many positive comments shared in the survey. Your feedback is essential as we continue to enhance your experience with us.

If you have any further suggestions or questions, please don't hesitate to reach out to us at admin@gvccu.com. We value your input and are always here to listen.

Thank you for being a valued member of GVC Credit Union!

Stay Safe Online: Protect Yourself from Phishing Scams

October is Cyber Awareness Month, and at GVC Credit Union, we want to help keep you informed and protected from online threats like phishing.

Phishing is a type of cyberattack where fraudsters try to trick you into revealing personal or financial information, such as your passwords, credit card numbers, or bank account details.

Phishing attacks often come in the form of emails, text messages, or phone calls that appear to be from trusted organizations like your bank or government agencies. These messages typically contain urgent language, asking you to click a link, open an attachment, or provide sensitive information.

The goal of the attacker is to steal your personal data for fraudulent activities.

How to Recognize a Phishing Attempt:

- **Suspicious Emails or Texts:** Be wary of unsolicited messages that ask for personal or financial information.
- **Urgent Requests:** Scammers often use urgent language like "Your account will be locked," or "Immediate action required."
- **Unusual Links:** Always hover over links to see where they actually lead. Fraudulent links may resemble legitimate websites but contain small differences in spelling or domain.
- **Attachments:** Be cautious of unexpected attachments, as they may contain malware.

How to Protect Yourself from Phishing:

- 1. Be Skeptical of Unsolicited Requests:** If you receive an email or message asking for your personal information, don't respond or click any links. Instead, contact the organization directly using official contact details.
- 2. Look for Red Flags:** Phishing messages often contain spelling or grammatical errors and may come from unfamiliar email addresses.
- 3. Enable Two-Factor Authentication (2FA):** Whenever possible, enable 2FA on your accounts to add an extra layer of security.
- 4. Verify the Source:** If you're ever unsure whether a message is legitimate, reach out to the organization directly using a phone number or email address from their official website—not the one provided in the suspicious message.
- 5. Keep Software Updated:** Ensure your devices are running the latest software and security patches to protect against vulnerabilities.

We Will Never Ask for Your Login Information

It's important to remember that GVC Credit Union will never ask you for your username, password, or any other sensitive login information via email, phone, or text. If you ever receive a message that asks for this information, it is likely a phishing attempt, and you should not respond.

If you suspect that you've been targeted by a phishing scam, please contact us immediately. Protecting your personal and financial security is our top priority, and we're here to help keep you safe.

Stay vigilant and take steps to protect yourself from cyber threats this Cyber Awareness Month—and always!



Introducing Our New Youth/Student Account for members under 25!*

We are thrilled to announce the launch of our new Youth/Student Account, designed to support the financial journey of young members under the age of 25. This initiative reflects our commitment to providing affordable and inclusive banking solutions for individuals at all stages of life.

The Youth/Student Account is more than just a banking service—it's an opportunity to empower the next generation with the tools and knowledge they need to manage their finances effectively. By fostering financial literacy and responsibility, we aim to help young people build a strong foundation for their financial futures.

Account Features:

- **No monthly fee:** The \$5 monthly fee is waived, giving you all the great benefits of our Real Chequing account at no extra cost.
- **Bank anywhere, anytime:** Enjoy free online banking and mobile app access to manage your account whenever you need.



- **Convenient shopping:** Get a contactless Interac Flash MEMBERCARD debit card for easy everyday purchases.
- **Buyer protection and extended warranty:** Most purchases come with buyer protection insurance and extended warranty coverage.
- **Access to thousands of surcharge-free ATMs:** Withdraw cash with ease from our extensive network of surcharge-free ATMs

We're excited about the opportunity this account offers to strengthen our relationship with the community and contribute to the financial well-being of young people.

To learn more or to sign up contact your branch for details. We look forward to helping you start your financial journey!

Prime Rate

In the interest of our members borrowing at rates which are tied to prime, our prime rate as at September 20, 2024 is

6.45%

Important Reminder for Property Owners

We would like to remind all property owners, particularly family homeowners, of the importance of maintaining adequate replacement-value insurance for your property. If you have a mortgage with GVC Credit Union, it is a requirement under your mortgage agreement to provide us with a copy of your current insurance policy, which must list GVC Credit Union as the loss payee.

Please ensure that your insurance policy includes a standard mortgage clause for real estate properties. If you're uncertain about the adequacy of your coverage, we're here to help—simply reach out to us for assistance. Alternatively, you can ask your insurance agent to forward a copy of your existing coverage directly to your branch.



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Monday-Friday 8-5

Monday-Thursday 9:30-5
Friday 9:30-6
Saturday 10-2

Monday-Thursday 9:30-5
Friday 9:30-6
Saturday 10-2

Monday-Thursday 9:30-5
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Saturday 10-2

Monday-Thursday 9:30-5:30
Friday 9:30-6
Saturday 9:30-4