

Membership Matters

Volume 1—Number 2, October 2005



Desjardins
Credit Union

A Message from the President

As our second edition of Membership Matters is produced, we have just completed our second member meetings for 2005.

We had an interesting agenda:

- Report on member directives gathered at the branch meetings last winter,
- Review of operation highlights and 2004 financial reports,
- Suggested amendments to by-laws,
- Information on the role of Delegates,
- Election of Delegates.

We also asked members to give their views on our sponsorship and donation program. As a cooperative, supporting our local communities is part of our corporate culture.

Holding a second member meeting this year is one way we remain accountable to you, our members, and keep the communication channels open. You'll find more information on the delegates elected at these meetings on pages 4 and 5. It was a pleasure to meet with so many of you at your branch meeting.

Alfred Pfeiffer
President and Chief Operating Officer

Add Yourself to the Bill Payment List

While many of us love scrambled eggs, who likes to scramble to save money for a RRSP contribution in February?

Now is the perfect time to plan your future by paying yourself first. Setting up an automatic transfer to your RRSP only takes 5 minutes once a daily savings RRSP account is opened at your branch. You can set up an automatic payment to yourself via Internet banking or at the branch. Benefit from the flexibility to increase, decrease or change your automatic contribution in just a few minutes. Automatic transfers can be set up for as little as \$5 and the frequency of the transfer can range from daily to monthly. When you're ready to make your RSP contribution, your nest egg will be ready and waiting.



Best of all - no scrambling in February!!

Other benefits of this service are:

- No fees,
- Eligible for tax refund,
- No hassles,
- Transfer larger savings into other products,
- Automatic,
- Compounding benefit.

See how a small contribution will grow in just 5 minutes. If you set up an automatic transfer of \$5 weekly, your RRSP will grow to just over \$1,330* in just 5 years. With an automatic transfer of \$10 weekly your contributions will be worth over \$2,660 in 2010. Saving for your future can start in just 5 minutes.

* Based on current Registered Saving Rate.

New Security Measures

Desjardins Group has adopted new security measures to minimize losses due to fraud.

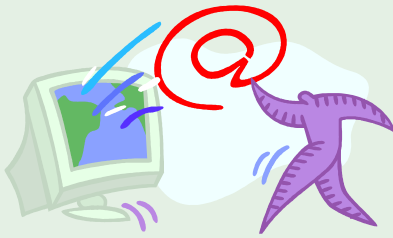
Desjardins has lowered its maximum purchase amount at point-of-sale direct payment terminals from \$2,000 to \$1,000. People who have made direct payment transactions of more than \$1,000 at least twice in the last year will not be affected by this measure. Members may also maintain their current maximum purchase limit by calling their branch.

Meanwhile, the daily withdrawal limit using the Desjardins access card at an ATM of any other financial institution in Canada was also lowered from \$500 to \$300. ATM withdrawals outside Canada will remain at \$500 per day. The withdrawal limit at Desjardins ATMs remains at \$1000 (2 withdrawals of \$500) daily.

Members are also asked to enter their birthdate for deposits of \$300 or more and withdrawals of \$400 or more.



Keeping your Personal Information Private



Members who have an internet e-mail address should be on guard against a fraudulent practice targeting them.

Recently, people

have received e-mails from individuals claiming to represent Desjardins and asking members to update their personal information. A link in the e-mail brings them to a website which looks like Desjardins' internet banking website, but is not. An unsuspecting member, believing the website is Desjardins', may enter personal information such as a debit card number, social insurance number or a date of birth.

Known as "phishing," the practice allows the fraudulent site's creators to obtain personal information from members and potentially commit fraud or identity theft.

It is important to note that Desjardins Credit Union will never send an e-mail of this kind to members. If you receive such an e-mail delete it immediately.

Desjardins' systems are highly secure and they have not been breached in any way by these con artists. The e-mails are sent randomly to anyone with an e-mail address throughout Canada. Similar phishing attempts have been made against other financial institutions in Canada and the US.

Members who have entered their card number or any other personal information on the site should contact their branch to have their Access Card cancelled and a new one issued.

Members need to be constantly on guard against fraud and keep all personal information strictly confidential.

AccèsD Internet and Telephone Banking

Available 24 / 7

You can use AccèsD to do your financial transactions and get account information, from the comfort of your living room or office, by phone or online.¹

- More than one million Canadians use Desjardins online banking
- 97% of them are satisfied with the service
- Desjardins.com is one of the most popular financial Websites in Canada



1 866 DC UNION

www.desjardins.com

Subscribe Now!

Don't wait! Sign up today by calling one of our friendly agents at 1 866 DC UNION. AccèsD is free of charge² and within a few minutes, you'll be all set to do your finances online!

- View, print or download your statements.
- Pay your bills.
- Transfer money between your accounts.

Before signing up for AccèsD, visit your branch to get your Desjardins Access Card.

To find out more about the service, visit our Website, or call 1-866 DC UNION

¹ Telephone service available around the clock, except on Sundays 2:00 a.m. to 6:00 a.m. Eastern time.

² Regular transaction fees apply.

BE SECURITY CONSCIOUS

You have a key role to play in keeping your information secure. We strongly recommend you choose a number that is not too easy to trace (avoid your birth date, your phone number, your address, etc.). Be vigilant in keeping your PIN, AccèsD password, social insurance numbers or date of birth and any other personal information confidential.

Your AccèsD account does not have an expiry date; only you can decide to close it. Beware of e-mails asking you for personal information (on the pretense that your AccèsD account will expire or for another reason). If you receive such messages do not respond and delete them immediately.

Desjardins does not solicit members for confidential information by e-mail.

Desjardins has implemented 24-hour active surveillance with a view to ensuring a quick reaction if fraudulent e-mail is detected.

A Delegate's Job Description

Delegate: A person elected by members to represent a specific branch.

A Delegate's role is purely advisory and does not include making day-to-day operational decisions:

Provide feedback on member satisfaction;

For example, Delegates can be an extra set of "eyes and ears." Perhaps there are always long line ups for service at the end of the day. Maybe when members call the branch they leave a message and no one responds. The Delegate can help us improve the level of service we provide.

Another aspect of this role is that Delegates have a voice on anything that might negatively affect the Credit Union. One branch might find a poster we printed to be offensive to a segment of their clientele for example. A Delegate may say that the operating hours need to be examined. The branch may be opening at 8:30 when no other business is open in town, or closing too soon in the evening at 5:00.

Identify the important projects and business development opportunities of their local community;

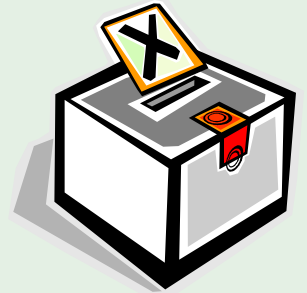
Delegate is also a kind of "match maker" between Desjardins Credit Union and people and businesses looking for financial services. It may be that there is a new condominium being built. The Delegate may tell the developer "I know someone who could provide the financing" and say to Desjardins Credit Union "Go talk to that developer because you two may be able to do business."

Take part in communications and consultations with the credit union;

A Delegate provides a communication channel between the Credit Union and the members. If we were considering moving a branch for example, we may want to consult with delegates over possible locations. This would be ad hoc and depend on the branch and the issues.

Vote at the Annual General Meeting.

This is the most visible sign of our co-operative nature. Each spring the Credit Union has an Annual General Meeting where Delegates are asked to vote on matters affecting the Credit Union such as the financial statements or changes to the by-laws. Delegates will also be asked to vote on matters like important strategic alliances which will help the Credit Union grow. You can think of Delegates as being like a Member of Parliament who votes in the Commons representing taxpayers.



There are Four Easy Ways to Get In Touch with Your Delegate



1. E-mail INFO@DCU.Desjardins.com

Members can e-mail the details of their comment or concern, or ask a Delegate to contact them.



2. Call your Branch.

Members are welcome to leave a message for the Delegate at the branch. There is also voice mail if you want to leave a message outside business hours asking for a delegate to return your call.

3. Call toll-free 1 (888) 283-8333

The Head Office line is answered during the day and has voice recording after hours. Members can leave a message identifying their branch and asking for a Delegate to call.

4. Mail your Delegate.

All branches will accept a confidential letter for a Delegate. You can also send a confidential letter for your Delegate to the head office:

Desjardins Credit Union
c/o Delegate for Branch X
1615 Dundas Street East
Third Floor, East Tower
Whitby, ON L1N 2L1



The Access Card

The Desjardins Access Card is your link to Desjardins Credit Union's automated services. It's all you need to do your transactions online, by telephone or at the ATM – and save time and money while you're at it. There's also no need to carry excess cash because you can pay for purchases directly from your account with your Access Card.

Best of all, the card is absolutely free!

This card also acts as your identification in all Desjardins branches giving you access to your accounts from any Desjardins counter in Ontario, New Brunswick and Quebec. Ask your branch for an Access Card today.

Save the Rate

If you're a first time home purchaser, Desjardins Credit Union can give you a pre-approved mortgage. That way you'll know exactly how much you can afford before you go house hunting. Once you're pre-approved we'll guarantee the interest rate for 120 days so you'll have time to find your perfect home.

Save the Date

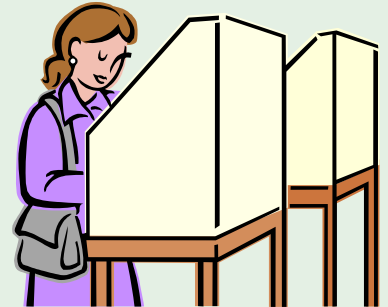
Desjardins Credit Union has great rates on mortgages. When your mortgage comes up for renewal you'll want to make sure you talk to your branch staff. To make it even easier, you can give us your renewal date and we'll call you. It couldn't be simpler to find out what our great mortgage rates are. Clip the coupon at right and either mail it to your branch or drop it off in person.

Desjardins Credit Union Delegates (cont.)

...Continued from page 4

How are Delegates Chosen?

Election of Delegates is an open process. Any member who is interested may nominate him/herself at their branch meeting. Candidates give a 3 minute presentation on their background and why they would be a good delegate. Members vote for Delegates by secret ballot.




As the number of members in each branch grows, so does the number of Delegates they can elect. One Delegate is elected for every 500 members.

Branch Delegates

- Aylmer:** Don Fick, Robert (Bob) Needham, Gerry Richer, Jim Suffel
- Brantford:** Orland Harrison, James Mahon, Leonard Makkreel, Peter Prowse
- Guelph:** Beverley Cryderman, Richard Jamieson, Ron King, Patricia Marshall, Carl Swanson
- Hamilton Main:** Robert Charko, Ted Lowrey, Marvin Ryder
- Hamilton East:** John Fioravanti, Cliff Hodge, Marylou McFarland, David Traini
- London:** Greg Anthony, Bill Gudgeon, David Pallett
- Ottawa:** Toroila Belo, Marilyn Muleski
- Owen Sound:** Elizabeth Cockburn, Guy Faust, Jeremy Faust, Wayne Hind
- Pembroke:** W. Donald Boland, Emile Giroux, Sjoerd List, Malcolm Plaunt
- Seaforth:** Bruce Bennett, Rowena Wallace
- St. Catharines:** Leon Donsky, Dan Finora, Donald Schoures
- St. Marys:** Peter Black, Bev Rabbets
- Bay & Richmond:** Margaret Bishum, Albert Gregory, Marilyn Minor
- Broadview:** Frank Meighlal, Roger Saunders
- Danforth:** Roni Feldman, Michael P Hryb and Amelia Hryb
- Wellesley:** Josefina Dey, Eric Jackson, Margaret Orban, Irene Phillips
- St. Clair:** Karen McMillan-Aver
- University & Dundas:** William D. Gray, Patricia Kavanaugh, Steven Tress
- Walkerton:** James W. Bolden, Dr. Edward J. Cobean, Peter Lambertus, Donald J. Schnurr
- Windsor:** David Glaser, Marilyn Joan Walker-Ziriada
- Woodstock:** Alan Dale, Sandra L. Smith, David J.B. Stock
- Sudbury:** Michael Armillotta
- Thunder Bay:** Gerry Dawson, Ed Gosselin, Aldo Ruberto

<u>PLEASE REMIND ME</u>	<u>BRANCH:</u> _____
<u>NAME:</u> _____	
<u>PHONE NUMBER: Daytime:</u> _____	
<u>Evening:</u> _____	
<u>MORTGAGE RENEWAL DATE:</u> _____	



A Commitment to the Community in Everything We Do

When staff from all 6 Toronto area branches join forces to give back to the community, you know the result is going to be big.

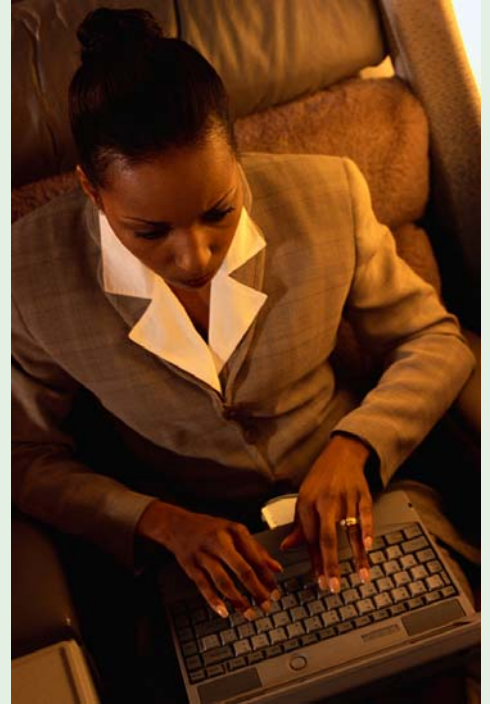
Broadview manager Rocchina Colangelo was the Toronto team captain coordinating Desjardins Credit Union's participation in the Walk for Heart and Stroke. Rocchina had a very personal reason for volunteering, she lost her father to a heart attack three years ago.



Forty seven people participated in the walk and raised pledges totaling \$3,129.

The Desjardins team won the corporate Team Spirit Award and will be receiving a plaque in November. Desjardins Credit Union was not registered as a corporate sponsor and therefore not entitled to receive this award, but the organizers of the event made an exception stating that the walkers deserved to be recognized as their "team spirit shone through".

In addition, "everyone had a wonderful time," says Rocchina. "I hope this will be an annual event and our participation will get bigger and better every year."



Keep up-to-date

If you have any comments, questions or suggestions let us know:

Desjardins Credit Union branches are accepting donations for the hard-hit cities and villages of Afghanistan, Pakistan and India. Some four million people may be homeless after an earthquake registering 7.6 on the Richter scale struck October 8.


All funds donated will be sent to the Canadian Red Cross Earthquake Relief Fund. Receipts will be issued for donations of \$20 or more.

Pierre Duplessis, Secretary General and CEO of the Canadian Red Cross says "It will be some time before the complete extent of this disaster is known, but this much is already clear – the needs of survivors are staggering. Food, shelter, first aid, basic health care and medical supplies are the immediate priorities."


Website: www.desjardins.com
 E-mail: info@dcu.desjardins.com
 Call: 1 (888) 283-8333
 Write: Communication and Marketing Manager
 Desjardins Credit Union
 1615 Dundas Street East
 Third Floor, East Tower
 Whitby, ON L1N 2L1

Clip and return to your branch





**Desjardins Credit Union
Mortgage Renewal
Reminder**





High values. Sound assets.