



Desjardins Ontario Credit Union

Dear Members,

The Desjardins Ontario Credit Union officially opened on January 1, 2020. This was the outcome of special general meetings held in November 2018, at which members of the 11 Ontario caisses populaires and delegates of the Fédération des caisses populaires de l'Ontario overwhelmingly voted in favour of merging.

Joining forces has enabled us to enhance the social and economic vibrancy of our communities and offer our members the expertise they've come to expect. The merger underscores Desjardins's strength in Ontario.

This review will help you learn more about your new financial institution and the commitments we've made to communities across Ontario.

In the first quarter of 2020, we set to work aligning our policies and business processes. The credit union's elected directors, management team and employees have been working hard to reap the benefits of the merger and will continue to do so over the coming months. We're confident that this merger will help our credit union grow and remain viable well into the future, for the benefit of our members and communities.

Your credit union continues to offer you solutions and services to exceed your expectations. We're developing innovative products and making sure our employees do what it takes to keep our members satisfied. The former caisse populaire teams you know and trust are still there, with the addition of some new talent we've acquired from across the province.

The merger has also given your credit union the size and scope we need to step up our commitments to our communities. We're in a better position to ensure financial resources are distributed equitably to organizations across the province and to contribute more to projects that enrich our communities. Over the next few months, we'll be standardizing our practices to ensure that the commitments we make are fair and fitting, and that they meet the needs of people and communities across a wide variety of causes.

As a bigger economic player, we can solidify our leadership in the cooperative space, which is what sets us apart from other financial institutions. Thanks to the support of members like you, our employees and directors are committed to making Desjardins Ontario Credit Union a driving force for sustainability. That commitment is part of our cooperative difference and is something we're very proud of.

COVID-19 – Supporting you is our priority

The COVID-19 crisis has caused a fair amount of financial uncertainty. Desjardins was the first financial institution to quickly introduce relief measures to help its members and clients through this challenging time. Some of these relief measures include payment deferrals on loans, lines of credit and credit cards, a lower interest rate on credit cards, a new \$250 limit for contactless payments with debit and credit cards, emergency loans, service fee refunds and priority service for seniors who call our customer service line. To learn more, visit desjardins.com.

We'd like to thank you once again for helping make this merger a success. When you choose Desjardins, you're choosing more than a financial institution. You're choosing to take part in a great cooperative movement and actively contribute to the lives of people and communities.

Thank you for choosing the Desjardins Ontario Credit Union.

Together, we're working to grow Desjardins in Ontario.



"I look forward to working with my fellow directors, as well as our managers and employees, to continue to grow our cooperative financial institution. Our goal is to be agile and efficient while staying connected with our members and communities."

Stéphane Trottier | Chair of the Board of Directors

"I believe that it's essential to continue developing close relationships with our members and communities to help the credit union grow and fulfill its socioeconomic mission."

William Boucher | Chief Executive Officer

Overview and highlights¹

Desjardins Ontario Credit Union

Ranked 2nd
among Ontario credit unions
by assets and business volume

130,000
members

\$10,000,000
in dividends for members
and communities

51 branches **60** ATMs

\$7.3 billion
in assets

650
employees

\$1,280,000
given back to the community (donations,
sponsorships, Community Development Fund)

\$15 billion
in business volume

17
elected directors



Desjardins Group



Over **7 million** members and clients
47,849 employees
2,930 elected directors
#7 on Corporate Knights'
Best 50 Corporate Citizens in Canada
One of Canada's **Top 100 Employers**
for the 9th year in a row – MediaCorp Canada

The **leading** cooperative financial group
in Canada and the **6th largest** in the world
\$313 billion in assets
\$2,598 million in surplus earnings
after taxes and before dividends
\$445 million given back
to members and the community
Ranked among **the world's strongest**
banks according to *The Banker*

**Always doing what's best
for our members and
clients to enrich the
lives of people and
communities**

As a cooperative, we wouldn't be able to accomplish our mission without you, our members. The best way you can help is to take advantage of the full range of products and services offered by your credit union and our Desjardins Group partners. It's a win-win for you and the community.

Thank you for choosing Desjardins!

Here to help our members and communities thrive

Board of Directors

Executive Committee

Stéphane Trottier
Chair

Francine Côté
Vice-Chair

Louise Gervais-Guy
Secretary

Pierre Benoit
Director

Robert Boucher
Director

Directors

Marie-Paule Bonin

Sylvain Charlebois

Jean Cloutier

Valérie Doré

Lucie Huot

Bululu Kabatakaka

Roger Leduc

Pierre Messier

Sophie Miller

Donald Narbonne

Chantal Sabourin

Michel Yelle

Observers

Larry Allan Swiniarski
Relationship Manager, Credit Union and Prudential Division
Financial Services Regulatory Authority of Ontario

Stéphane Gravel
Vice-President, Transformation, Cross-Sector Initiatives
and Group Caisses
Desjardins Group

Managers

Senior Leadership Team

William Boucher
Chief Executive Officer

Pascale Bazinet
VP, Operations

David Deschênes
Manager, Wealth
Management

Richard Dupuis
Senior VP,
Business Banking

Line Haché
VP, Human
Resources

Normand Leroux
Senior VP, Strategy
and Communications

Stéphane Plante
Senior VP,
Retail Banking

Regional Vice-Presidents

Ronald Corbett
Regional VP, Toronto and
Southwestern Ontario

Paul Doré
Regional VP,
Eastern Ontario

Chantal Lajoie
Regional VP, Ottawa

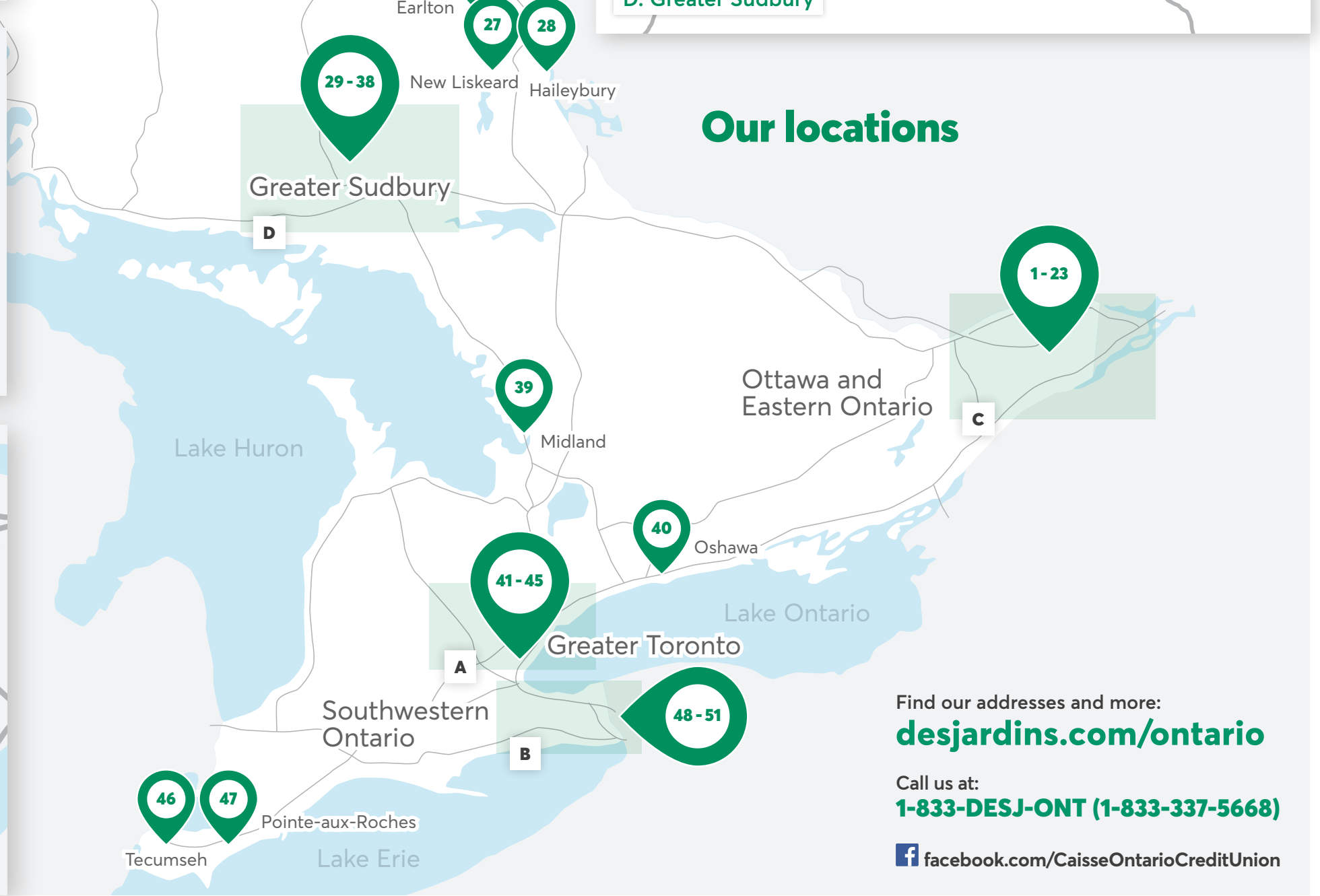
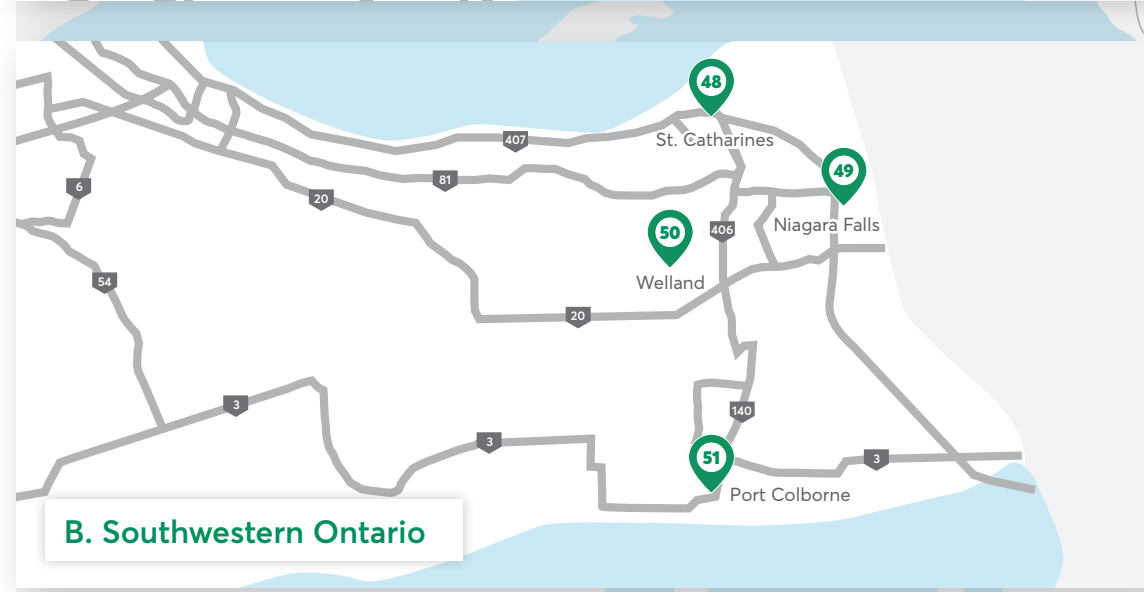
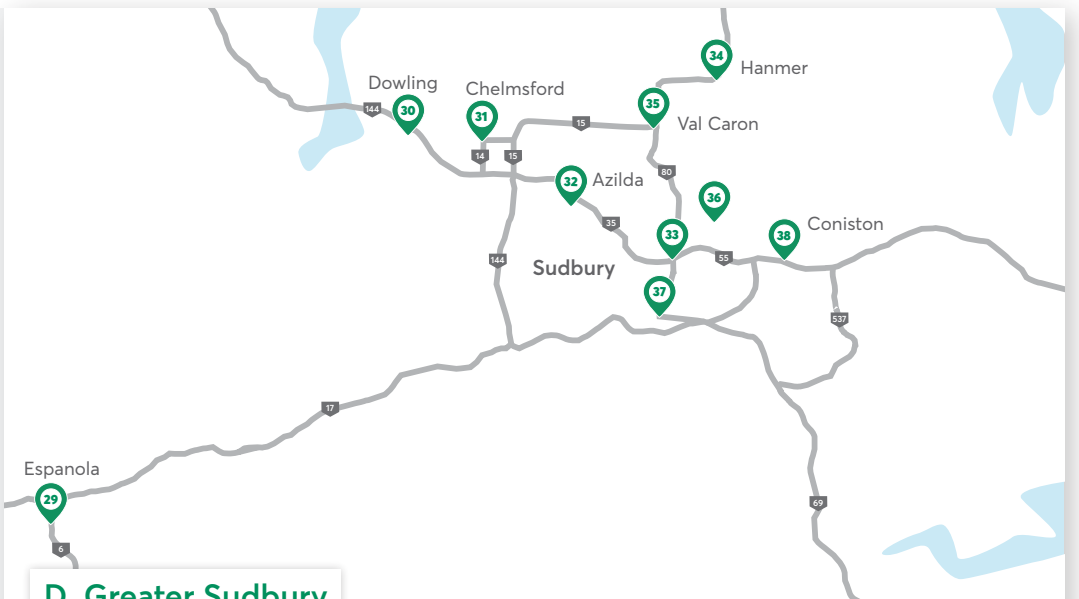
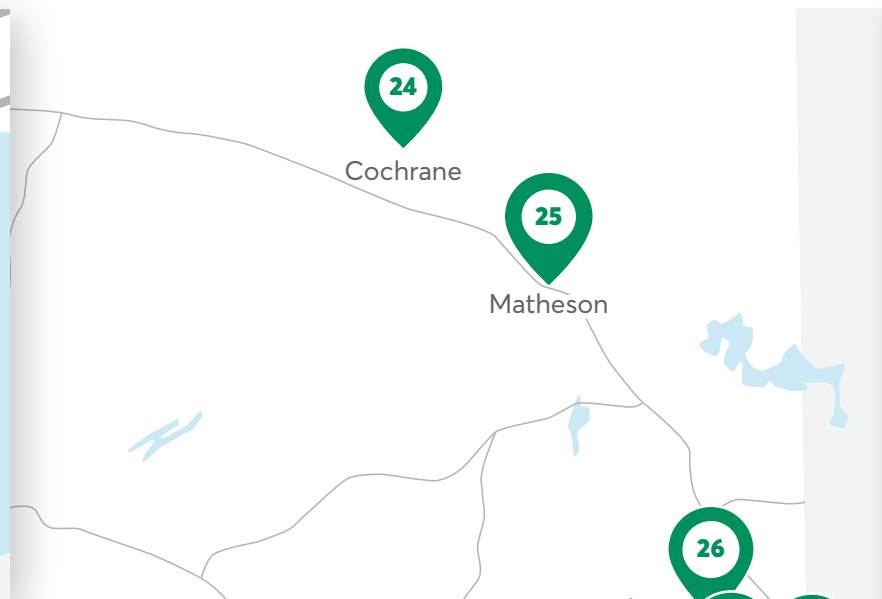
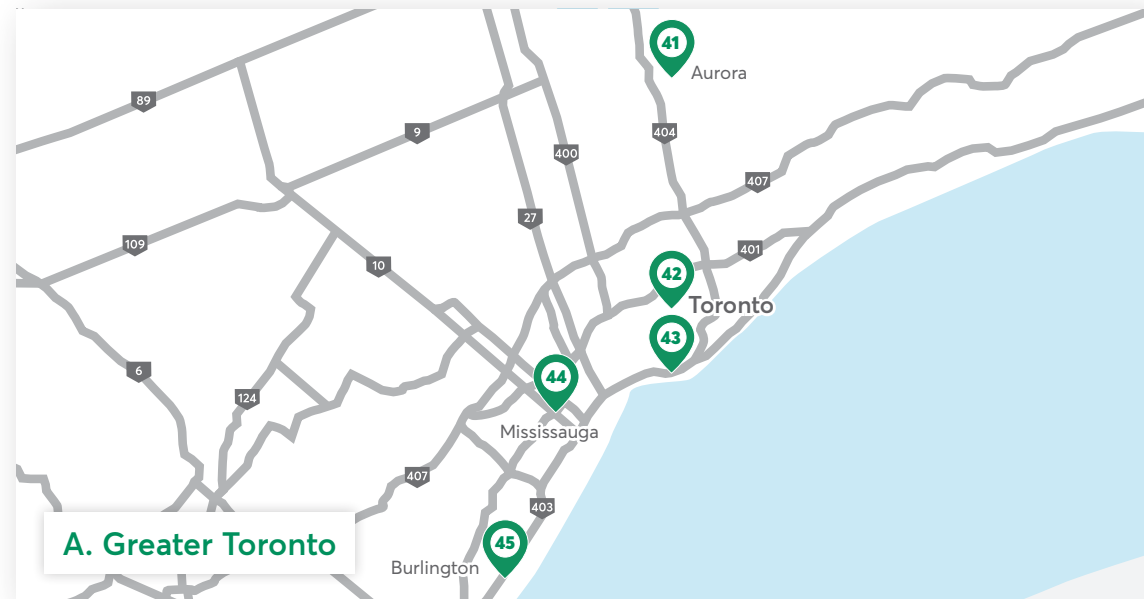
Josée Préseault
Regional VP, Sudbury
and Northern Ontario

Liaison committees

Listening to our members in every single one of our communities

The Board of Directors counts on the support of 11 liaison committees to understand our members' and communities' needs and expectations, share regional differences, contribute to Desjardins's strategic thinking, identify business development opportunities, manage a budget of grants, sponsorships and contributions from the Community Development Fund (CDF) and act as Desjardins ambassadors in their communities.

*VP = Vice-President



Our locations

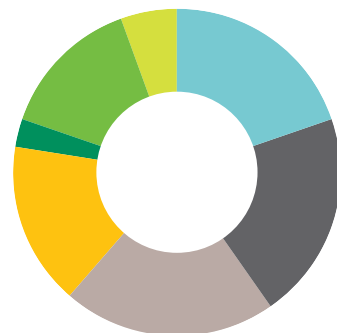
Find our addresses and more:
desjardins.com/ontario
 Call us at:
1-833-DESJ-ONT (1-833-337-5668)
facebook.com/CaisseOntarioCreditUnion

Cooperative Difference Report

WORKING TOGETHER to enrich the lives of people and communities

We support the socio-economic vitality of our communities through donations, sponsorships and the Community Development Fund (CDF). Members like you contribute to the CDF by voting to earmark part of your dividends for the fund during the annual general meeting.

An unparalleled commitment
to sustainable community
development



Donations and sponsorships
\$872,500

+
CDF
\$407,500

=
\$1,280,000
given back to the community

Always there to help young people shine

Laurentian University | \$300,000

With President and CEO Guy Cormier in attendance, Desjardins announced a \$300,000 commitment to improve student life at Laurentian University. The donation will enhance leadership development and support student achievement through 2 student scholarships, experiential learning opportunities and the upgrading of a campus classroom.



Brock University

The Desjardins mobile branch was on hand at the start of the school year with financial advice and a few surprises for students.



LOL – Mort de rire! contest | \$15,000

This contest was launched in Ontario to help shape the next generation of Franco-Ontarian stand-up comedians. These young participants get training from the École nationale de l'humour and a team of specially trained facilitators. They each build a full comedy act and then present it on stage.



Créavenir

Through the Créavenir program, Desjardins supports entrepreneurs between 18 and 35 who have trouble getting conventional financing. To help them start or grow their business, the program offers flexible financing along with a grant that can be used as seed money. There's no loan guarantee required. Créavenir also provides young entrepreneurs with hands-on support throughout the startup process.

Ontario Skills Olympics | \$3,000

Held annually in May, this is Canada's largest skilled trades competition. Glengarry District High School held a local competition before sending students off to regional and provincial competitions.



Promoting financial literacy through the school caisse

The credit union also takes part in the school caisse program, which helps elementary school children learn the value of money, the cost of goods, and the importance of setting savings goals and meeting financial commitments. In 2019, many students participated in the program in 99 schools throughout the province. www.schoolcaisse.com features a wide range of activities, videos and games for children, parents and teachers to help young people become independent, responsible and capable.

Scholarships

Many scholarships were handed out in high schools, colleges and universities across the province through the annual Desjardins Ontario Credit Union scholarship program or at the end of the school year. That's on top of the scholarships awarded by the Desjardins Foundation, which is dedicated to providing financial support to young people pursuing university studies, vocational training or job market access programs.



Preparing for the future with Personal Finance: I'm in Charge®



Through the Personal Finance: I'm in Charge® program, Desjardins provides guidance to young adults at a time in their life when they have to make a lot of financial decisions for the first time. Offered in partnership with the Cooperation Council of Ontario, the EBO Financial Education Centre in Ottawa and the YMCA of Greater Toronto, this program helps them become responsible consumers by preparing them to make informed decisions and choices that are right for them.

Working together for youth

Desjardins Mutual Assistance Fund

Through the Desjardins Mutual Assistance Fund, the credit union helps people in financial difficulty balance their budget and break the vicious cycle of debt and predatory lending. In partnership with the EBO Financial Education Centre in Ottawa, this program provides free budget consultations and advice and, under certain conditions, a small loan with repayment terms tailored to the applicant's financial capacity.



Place des Arts du Grand Sudbury \$250,000

The future Place des Arts du Grand Sudbury is a cultural centre that will promote art in all its forms and serve as a gathering place for francophones and the entire community.



FM Radio 92.1 – Eastern Ontario \$5,000

This donation was used to set up a new antenna for the radio station, which serves the Franco-Ontarian community in Eastern Ontario.



Cochrane Crunch | \$10,000

Funding was provided for the 2019–2020 season of the Cochrane Crunch Junior A hockey team.



Donations to local food banks \$22,250

Many donations were made to food banks across Ontario to help people in need. Credit union members and employees also participated in a food drive for disadvantaged families.



Desjardins Cares and Shares Campaign | \$28,000

The Desjardins Cares and Shares campaign helps our employees and directors learn about what they can do to fight poverty and social isolation in their communities and help kids stay in school. The money raised through this workplace fundraising campaign is donated to the United Way, the Desjardins Foundation and the Canadian Red Cross.



Ottawa Community Housing (OCH) Foundation | \$50,000

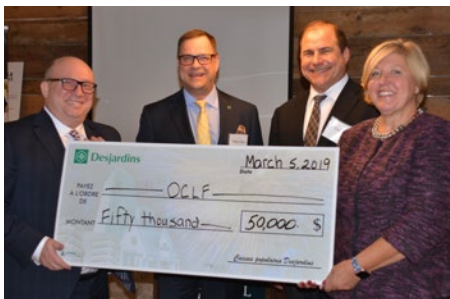
OCH is the largest social housing provider in Ottawa and the second largest in Ontario. The OCH Foundation is committed to helping each of its tenants achieve personal success through education, employment and community engagement. Desjardins's partnership will contribute to the economic and social well-being of Ottawa-area citizens.



Cooperative Difference Report (continued)

Ottawa Community Loan Fund (OCLF) | \$50,000

The OCLF is a charitable non-profit organization working for financial empowerment in the Ottawa area. It arranges loans for entrepreneurs looking to start up, buy or expand their businesses, and professional development loans to increase employability. Desjardins's contribution will help the OCLF provide training and conferences, develop a marketing plan and better position itself in the community.



Cops N Rodders Hamilton Car Show \$1,000

Desjardins supported the fifth edition of this event, which raises funds for the Special Olympics.



Radiothon – Cornwall Community Hospital Foundation | \$5,000

The Cornwall Community Hospital Foundation organizes an annual radiothon to buy medical equipment for the hospital. Desjardins is a proud supporter of this fundraising campaign.



Health Sciences North NEO Children's Health Centre | \$200,000

This donation was made to support the NEO Children's Health Centre, which features new clinics, new services and more pediatricians for children in Northeastern Ontario. Children aren't small adults; they have unique health needs. This donation will ensure as many children as possible stay in Northeastern Ontario to get the care they need, in a child- and youth-centred environment that promotes health and well-being.



Desjardins Challenge | \$3,567

The 2019 Desjardins Challenge is an event hosted by staff at the Hawkesbury Branch. It's a community event where people of all ages can take part in a 5 km or 10 km walk or run in support of a local charity. In 2019, the funds raised by the Desjardins Challenge were donated to the Valoris Foundation of Prescott-Russell, which helps vulnerable and disadvantaged children, youth and adults in the United Counties of Prescott and Russell.



Relay for Life | \$2,000

In addition to Desjardins's contribution, employees of the Alfred Branch took part in the Canadian Cancer Society's Relay for Life, an opportunity to unite Canadians who care about cancer.



Toronto Corporate Run | \$5,000

The Desjardins team was on hand for the 37th edition of the 5 km Toronto Corporate Run at Ontario Place. This is the third year that Desjardins has sponsored the race, which raises money for the Centre for Addiction and Mental Health, Canada's largest mental health and addiction teaching hospital.



Festival du loup | \$5,000

Desjardins is a long-time sponsor of this festival celebrating francophone culture, heritage and art.



MIFO | \$250,000

As it approached its 40th anniversary, the Mouvement d'implication francophone d'Orléans (MIFO) decided to revitalize and expand its facilities by erecting a brand new building. The MIFO is a multidisciplinary centre that offers a variety of French-language artistic, cultural and community programs and services.



Petrie Island Canoe Club | \$5,000

This non-profit, volunteer-run organization provides top-quality paddling programs to people of all ages, levels and abilities in the Orleans community.

