

ACCESS CREDIT UNION

09

ANNUAL
REPORT



our mission

To be an innovative, financially sound credit union dedicated to high standards of member service and supportive of the communities we serve.

our vision

To be the leading provider of financial services in Southern Manitoba

our core values

Integrity
Community Supportive
Member and Employee Focused
Proactive

giving

Access Credit Union has a long established tradition of giving back to the community. In 2009, we contributed \$229,306 to the communities in which we live and serve. Access Credit Union's donations and sponsorships support many local services, health care, sports activities, community initiatives, social services, educational programs and cultural events.

Altona Bisons Baseball
 Altona Chamber
 Altona Foundation
 Altona Millennium Centre - Difibrillator
 Altona Minor Hockey
 Altona Police
 Altona Safety Day
 Altona United Way
 Alzheimers Memory Walk
 Back 40 Folk Festival
 Bantam Baseball - Nationals
 Barracudas Swim Team
 Baseball Sand PC Sports
 Bethel Heritage Park
 Big Brothers / Big Sisters
 Birch Mountain - Cross Country
 Border Lane Shooting
 Boundary Trails Health Centre
 Boyne Library
 Boyne Lodge
 Buckwheat Growers
 Camp Koinona
 Camp Wannakumbak
 Canadian Cancer - Relay for life
 Canadian Museum of Human Rights
 Cancer Recovery Foundation
 Candlewick Productions
 Carman Area Foundation
 Carman Elementary
 Carman Fiddle Festival
 Carman Recreation
 Carman United Way
 Central Minor Baseball
 Child & Family Services Christmas
 Child Find
 Children's Camps International
 Cooperative Development
 Crime Stoppers
 Curl for Cancer
 Decor Cabinets - golf sponsor
 Ducks Unlimited
 Ebenezer Home
 Eden Foundation
 Elm Creek Stay & Play
 Emerson Community Complex
 Emerson Elks
 Emerson Fire

Empty Stocking Fund
 55 plus games
 Garden Valley Collegiate - Scholarship
 Garden Valley Collegiate Safe Grad
 Gateway Resources
 Genesis House
 Gideons
 Golden Prairie Arts
 Gretna Community Arena
 Gretna Community Day Care
 Gretna Elementary School
 Gretna Fire Dept
 Gretna Hot Spot
 HINI brochures - BTHC
 Halbstadt Curling Club
 Hockey Champ Pro-Am
 International Golf
 Legends Car Club
 Mackenzie Foundation
 Manitou Ag Society
 Manitou Day Care
 MB Farmers w/Disabilities
 MB High School
 MB Prostate Cancer
 Mennonite Central Committee
 Mennonite Collegiate Institute
 Miami Fire Safety Day
 Minor Baseball
 Miracle of Life
 Moose Lake Walk-A-Thon
 Morden Area Foundation
 Morden Game & Fish Association
 Morden United Way
 MS Society of Canada
 Oak Valley Production
 Parkinsons
 Pembina Museum
 Pembina-Manitou Area Foundation
 Pembina Valley Bible Camp
 Pembina Valley Challenge
 Pembina Valley Hawks Scholarship
 Pembina Valley Travel Association
 Pembina Valley Development Corp.
 Plum Coulee Student Advisory Council
 Plum Coulee Xpress
 Plum Festival
 Port in the Storm

Prairie Rose - Library project
 Prairie Rose - Midland Adult Education Centre
 Red River 4H
 Red River Valley Health
 Rhineland Area Food Bank
 Ridgeville Community Hall
 RM of Roland
 S.H.A.R.E Agriculture Foundation
 South Central Cancer Research
 Southern Manitoba Choral Society
 Southern Manitoba Concerts
 Southwood School
 St Claude District Wellness Centre
 Staceys Crue Cuts for Cancer
 Tempo Festival
 Terry Fox
 Town of Altona - Gallery in the Park
 Town of Altona - Zamboni
 Victory Family
 Wasagaming Foundation
 W.C. Miller Collegiate
 W.C. Miller Bursary
 W.C. Miller Scholarship
 Winkler Cheerboard
 Winkler Curling Club
 Winkler Festival of the Arts
 Winkler Fire & Rescue
 Winkler Flyers
 Winkler Food Cupboard
 Winkler Heritage Society
 Winkler Storm Soccer
 Winkler United Way
 Winkler Wings
 Winnipeg Symphony
 Youth for Christ



community

In 2009 Access Credit Union donated
\$229,306
to community organizations



picture courtesy of Sun Media



picture courtesy of Sun Media



together

Over the past 4 years we have donated
\$1,190,000
to the communities we serve



picture courtesy of Sun Media

change

All of the Access Credit Union branches will be on the same banking system in the fall of 2010. Currently, there are 6 branches that are using the new system and 6 that will be converting. The new system will enhance efficiencies and integrate our technology systems across the 12 branches.

Amalgamation of 5 credit unions brings total assets to \$1.2 Billion



Board of Directors Report

July 1, 2009 marked the beginning of a new regional Credit Union in Southern Manitoba. In the six months leading up to the amalgamation date, the Steering Committee met monthly to review policies and procedures that were to serve as a basis for the new entity.

Even though the originating credit unions serve members in a common geographic area, each had developed unique procedures and policies which their boards had approved and the members had come to expect. In the beginning and ongoing, compromises are needed in order to develop and sustain the vision for our new regional entity.

Some members question the need for the change, but the Board believes we have worked through the differences and can move forward with the vision of building a strong regional credit union focused on the needs of our members, employees and communities.

The Board would like to acknowledge the extra effort put in by the staff and especially the management team in working through all the change this past year. Their efforts made the Board's task much easier. We would also like to thank the members for their patience during this transition.

The financial results for the first six months are not what we expected. Interest rates dropped in 2009 and as a result our margins decreased to a level we had not seen before. We had some additional costs with the amalgamation but we are confident that over time, we will see cost savings of \$1 – 2 million. Another factor that impacted our income for 2009 is loan losses. Lending money is a core part of our business; however it comes with the risk of losses. We provide for losses each year, and each of the originating credit unions had a good history of minimal loss. This year they are significant, resulting in reduced profitability.

We remain committed to supporting projects in each of our communities under the same philosophy as the originating credit unions. In 2009 we made funds available to each community we serve. We believe that by working together we can accomplish far more than on our own. We encourage our staff to work with other volunteers to make each of our communities a better place to live and work.

There will be no patronage allocation for 2009. These allocations have always been determined annually based on the current year's financial results. Therefore, based on 2009 results, the Board decided no patronage allocations would be made.

Some credit unions have abandoned patronage allocations entirely believing that giving the members the best rate on deposits and loans up front is the best way to compete. Many times our staff tell us that a promise of patronage is not enough to win the business. The Board is dealing with the issue of how to best compete in today's market. This past year, as interest rates dropped, our credit union continued to reduce our base lending rate when some other credit unions did not. We did this while keeping savings and investment rates competitive. We passed the savings to members up front thus reducing profitability.

Overall, the Board is optimistic for 2010 and on. We feel we have come a long way toward establishing a new regional Credit Union that will provide competitive rates and exceptional service. We thank you for your support and look forward to building a successful future together.

The Board of Directors