

MEMBERGUIDE

giving you the power

the energy
credit union

welcome

to a different kind of financial institution. One that believes in the power of membership and stands behind you through it all. We want you to feel empowered and energized about the way you bank.

Find out why this is the right place for you.



We are here for you.

When it comes to your finances, you want a financial institution that will stand by you through the ups and downs of life. From buying your first home to planning your retirement and every moment in-between, you want to feel in control of your money and confident in the financial choices you make. You want to be seen for who you are – an individual with hopes, dreams and goals. Not just another paycheque, bank account holder, borrower or more simply put, a number.

That's why **the energy credit union** is the right place for you. We are a co-operative financial institution that is owned by its members and we operate solely for your benefit. To us, you are never a number; you are an individual, you are a member, and you are an owner. But more importantly, you become part of an energized group of people.

We are **the energy credit union**.

We've been serving our members for a long time, so we've learned a thing or two about what our members want and how we can deliver.

We opened our doors in 1939, when a group from Local One of the Canadian Union of Public Employees decided to take money matters into their own hands. At the time, they felt that the dignity of the worker was being undermined by the banks that refused to lend money without a letter of recommendation from an employer.

The energy credit union (TECU) was formed and became incorporated on March 18, 1941. For over 71 years the Credit Union has been serving the employees, current and retired, of Toronto Hydro, Signals, Electrical Communications (SEC) of the TTC, Gerda, as well as any employees of any municipality or health care facility operating in Ontario, and their families.

- 1 power-packed perks
- 4 satisfying solutions
- 6 absolute access
- 8 energized everyday banking
- 10 electrifying products



TECU was founded on democratic principles to provide savings and loan facilities for its members and their families, and includes employees from all areas of our membership base, management as well as union, and loyal members who retain their connection in retirement.

Over the years TECU has prospered and increased its membership and assets. We continue to do so today, and will continue to do so into the future.

We want you to feel empowered.

A big part of our commitment to our members is ensuring you are on the road to financial success. Communication goes the distance in making that work. We want you to feel you can come to us with any financial challenge or goal you have. The more information we have about you, the more we can help. We'll sit down with you in complete confidence to help you reach a solution you are comfortable with and feel confident about. Getting you on the road to financial wellness is what we do.

We want you to thrive.

Our experience in delivering specialized service to meet your specific financial needs is one of our biggest assets. We understand that no two members are exactly alike. So how could we possibly squeeze you into some mold and offer everyone the same cookie-cutter solutions? That might work for some financial institutions, but it just isn't right for us. At TECU, we listen to your needs and offer customized solutions that work for you.

We want to energize your banking.

If you ask us, there is nothing worse than being charged to access your own money. With our convenient solutions for your everyday banking we don't charge a monthly fee for chequing accounts nor are members required to maintain a minimum

monthly balance to enjoy free services. Now that's something to get energized about!

We're everything you expect and more.

We are a full-service financial institution. We offer all the products and services you expect...and many you don't. At other financial institutions, new products are only offered as a way to raise shareholders' profits. New products and services are an excuse to raise charges and fees. That's money coming out of your pocket. Their concern is mainly to beef up the bottom line for the shareholders. Well, our main concern is with our shareholders too...YOU. We don't overcharge you or gouge you with fees, and when we do make a profit it comes right back to you.

We want you to be a part of this.

To qualify for membership under our Bond of Association, you must be employed by Toronto Hydro, Signals, Electrical Communications (SEC) of the TTC, Gerdau, any municipality as defined in the Municipal Act 2001, or any healthcare facility operating in Ontario. Your family members are eligible to join TECU as well.

To be a shareholder, you must own shares. How do you get them? When you join **the energy credit union** you make a one-time share purchase of five \$5 shares – just \$25. Although these shares don't receive interest, they will be returned to you should you close your account. We're confident that once you're here, you'll want to stay.

If you are not sure if you qualify for membership, just give us a call and we can explain everything you need to know. You will need to provide two pieces of government-issued photo identification (unfortunately, Ontario Health Cards do not qualify) on sign up. So give us a call or send us an email to get started today.

And one more thing...**welcome home.**



We are better than the average bank.

Unlike some financial institutions that get you in the door by offering you a free gift or prize, TECU makes a commitment to you that we carry throughout our relationship. For starters, we share our profits with our members. Yes, you heard correctly: we give you money.

Each year the profits we make are either put towards additional free products or services, put into TECU's financial reserve to increase our financial stability, or given directly back to you in the form of rebates or bonuses. In past years, we've given a 5% loan interest rebate to our borrowers and a 5% bonus interest to our depositors.

We go above and beyond to deliver the products and services you want and some you didn't even know you needed. Did you know that we do on-site workplace visits to many locations within our bond? Or that we offer seminars with experts that provide information on family law, will preparation, estate planning, title insurance and more? Plus, we keep you in the know with the latest and greatest from our daily blog on the Urban Vault. Providing opportunities like this is just another way we can help guide you on your financial path.

As a community-focused Credit Union, our members have a number of opportunities to take part in various events and gatherings throughout the year. Some of our members' favourites include our annual golf event and our bus trips to local events and places of interest.

Another benefit of being a member-owner is that you are invited to attend our Annual General Meeting. This is where we tell you about all the things we've done in the previous year and you give us your feedback. At the AGM, you elect the Board of Directors who will represent your best interests. And we provide refreshments and give you a chance to win some great door prizes. It's all just our way of saying thanks for being part of something special.

We can help your savings soar.

Invest in a wide range of investment products designed to help you reach all your financial goals. TECU understands that all of our members are unique. Whether you want to put aside a few dollars per week, save for a special goal, or maximize your retirement savings, we have the investment options to suit your needs. Daily interest savings accounts, term deposits, index-linked term deposits and registered plan documents are signed with ease and speed to make sure you get your money working harder for you quickly. We also offer online trading through Qtrade Online Investor.

We will protect what's important to you.

All Canadian dollar deposits at TECU are insured through the Deposit Insurance Corporation of Ontario (DICO) to a maximum of \$100,000 per member. In addition, all registered plan deposits at **the energy credit union** are insured 100% per individual. For more information about how your deposits are insured, please visit DICO online at www.dico.com. Your money is safe and sound with us.

We'll give you the boost you need.

If you need cash, you came to the right place. We offer our members a whole family of loan products to suit any situation. Looking to purchase a new home, consolidate your debts, take a vacation, purchase a new vehicle, send the kids to school, or maximize your RRSP contribution? We can help. Whether it's a loan, line of credit, mortgage or equity line of credit, our staff can help you get your plans off the ground with the solution that best suits your needs. And the best part is, most of our loan approvals have a 24-hour turnaround time. Now that's quick!



We give you our best and nothing less.

In addition to great service and competitive products, we are always looking for ways to help our members save more, do more and get more out of their financial institution. We offer complimentary financial planning to all of our members and credit counseling if needed. We partner with top-notch providers such as The Personal Insurance so we can deliver discounted rates on your home and auto insurance, and MasterCard® Choice Rewards that earns points toward products and travel for every dollar you spend.

We help you stay connected.

In our branches you'll receive kind, courteous and professional service from all of our staff. We are here for you. From opening your first account to buying your first home to seeing your kids off to school, you can lean on us. We want you to feel that staying connected and in control of your finances has never been easier.

Accessing your accounts on the go is effortless with your ATM/Debit Card. Use it to pay for purchases directly through retailers or make withdrawals and deposits at TECU ATMs and surcharge-free ATMs through the THE EXCHANGE® Network.

Do all your banking – anytime, anywhere – with our secure and easy-to-use remote banking options. Connect through Telephone Teller, mobile banking or online with Cyber Banking. Benefit from quick answers by booking a one-on-one webcam meeting with your lender. Need to send a form? Use fax, mail or inter-office mail.

We'll even come to you.

We go the distance to give you access to your money when it's convenient for you. And when only that one-on-one attention will do, give us a call and we can even arrange to come to you.

We don't have a hidden agenda.

We won't make promises we can't keep. We won't sugarcoat our offers, only to surprise you with the fine print. We won't give you the brush off or pass you around like a ping-pong ball.

We aim to provide you with everything you would expect from your financial institution and then we go a little further. And we do it all in a confidential and caring environment. You will get a fair deal. You will get our best rate – no haggling required. You will get the care and commitment you deserve.

And remember that all of the profits go right back to you, just as they have for over 71 years. At TECU our members make the difference. The more of us there are, the more of us who reap the benefits that ownership brings.

We listen well.

If you call during regular business hours, we'll answer. Our employees are kind and courteous, and we understand that sometimes your problems and issues are not straightforward. Our personal touch allows you the best solution without having to be squeezed into the premade boxes created by computers at other financial institutions.

We offer solutions that work.

At TECU you won't find yourself having an account opened, processed and eventually closed by a computer, with documents and paperwork that never actually passes a person's desk. At other financial institutions you risk being just another number. Here, at **the energy credit union**, you are a person with a name, real challenges and real goals. We get it.

Everyday banking options.

We offer our members three great ways to enjoy their everyday banking. That's three great ways to save on the services you use. The only difference is, the more you use, the more you save. Simply choose your package based on your participation with TECU. As your membership with us grows and you're ready to move up to the next level, just let us know and we'll upgrade your package.

Listed below are some of the benefits of each plan.
For a complete list, see our chequing brochure.

All of our chequing packages include the following FREE services:

- FREE chequing – NO minimum monthly balance to maintain and no monthly account fees
- FREE withdrawals/deposits at TECU ATMs
- Surcharge FREE withdrawals/deposits at THE EXCHANGE® Network of ATMs
- FREE e-statements including cheque images

essential chequing

For everything you need.

The perfect chequing account to get you started. Once you become a member, we'll set you up with:

- FREE transactions on savings and chequing accounts
- FREE automatic and electronic funds transfers
- FREE online banking including increased authentication
- FREE Telephone Teller
- FREE mobile banking**

preferred chequing

For everything you want.

Members who hold a total dollar participation value of at least \$10,000 (loan and/or deposit) are entitled to:

- 5 FREE ATM* withdrawals and 5 FREE deposits monthly through THE EXCHANGE® or Interac®
- 20 FREE POS/Debit card transactions per month
- FREE unlimited bill payments
- FREE transactions on chequing/savings accounts
- FREE automatic and electronic funds transfers
- FREE online banking including increased authentication
- FREE Telephone Teller
- FREE mobile banking**

infinite chequing

For everything possible.

Members who hold a total dollar participation value of at least \$25,000 (loan and/or deposit) are entitled to:

- FREE ATM* withdrawals/deposits through THE EXCHANGE® or Interac®
- FREE POS/Debit card transactions
- FREE unlimited bill payments
- FREE transactions on savings and chequing accounts
- FREE automatic and electronic funds transfers
- FREE online banking including increased authentication
- FREE Telephone Teller
- FREE mobile banking**

*Surcharges at source are not included in packages.

**Carrier charges may apply.



Automated Services

- Online banking at www.theenergycu.com including increased authentication
- Mobile banking
- Point of Sale (debit card)
- Automatic Teller Machines (ATMs)
- Access to over 2,300 surcharge-free ATMS through THE EXCHANGE® Network
- Direct deposit (full and partial)
- Payroll deduction
- Automatic transfer
- Automatic fund withdrawals
- Automatic bill payments
- Post-dated cheque deposit
- Telephone Teller
- Inter-institutional transfers through HyperWALLET
- Email alerts
- Online cheque imaging
- E-statements
- Flip & Save

Deposit Accounts

- Personal Chequing Account (PCA)
- Daily Interest Savings Account
- Power Saver II (PSII)

Registered Plans

- Registered Retirement Savings Plans (RRSPs)
- Registered Retirement Income Funds (RRIFs)
- Registered Retirement Education Plans (RESPs)
- Tax-Free Savings Accounts (TFSA)

Investment Products

- Term Deposits (short-term and long-term)
- Index-linked Term Deposit (IDL)

Loans & Lines of Credit

- Personal loans
- New & used vehicle loans
- Power sport loans
- Home improvement loans
- Consolidation loans
- Overdraft protection
- Personal line of credit
- Non-PCA line of credit

Mortgages

- MERITline™ home equity line of credit
- Variable Rate Mortgages
- Fixed Rate Mortgages:
 - 1 year open, 1 to 5 year closed
- Top Up/Refinance: increase existing mortgage or apply for a new mortgage
- Bridge Mortgages
- CMHC High Ratio mortgage products:
 - Flex Down: 5% down payment required, for new purchase only
 - Energy Efficient: choose an energy efficient option for a new home or current home improvement to receive up to 10% CMHC premium refund

Saving money and helping the environment is easy with TECU's **Bio-Incredible** loans. Members can receive .25% off loan rates when the loan purpose is to improve the energy rating of your home. This can include new windows, appliances, heating systems or anything else that will help you reduce energy consumption in your home.



Insurance Products

- Home and auto group insurance
- Loan and mortgage insurance (life and disability)
- Travel insurance

Other Products and Services

- Certified cheques
- Drafts (domestic and international)
- Travellers cheques
(US, Canadian, Pound Sterling, Euro)
- US cash
- Stop payments
- Money wire transfers (domestic and international)
- Western Union transfers (domestic and international)
- Bill payments
- Free newsletters
- Credit counseling

Specialty Services

- Qtrade Investor
 - Online investing
 - Canadian and US stocks
 - Canadian, US and Corporate Bonds
 - Canadian and US T-Bills
 - 2,400+ Mutual Funds
 - Canada Savings Bonds
 - Strip Coupon Bonds
 - Commercial paper
 - Financial planning
 - RESPs
- Credit Union MasterCard*
- Buyer Protection Extended Warranty

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