

Reflecting on  
our legacy.



# leg·a·cy

**/legəsē/ noun**

## **What is a legacy?**

Something that's a part of your history; the positive things you did successfully and will continue to live on, even after the curtain call. For Entegra Credit Union, **we hope that our legacy will be our relationships – the ones we built together.**

With the close of 2021 past us, we have officially merged with Assiniboine Credit Union to form a stronger, more sustainable organization for every member. The fit between our organizations was natural, as we share many common values. Both credit unions were responsible and ethical companies independently; we built our organizations on a commitment to serving our members and improving the quality of life in our communities. The merger has allowed us to build on this foundation, creating an even stronger future together.

As we embark on this new adventure, the values at the heart of our organization will carry forward with us and become our legacy. Established in 1960 as Holy Spirit Credit Union by eight people working out of the church basement, we're proud of the hardworking roots and history we built as Entegra.

We were deeply rooted in the communities we served and worked hard to strengthen and grow our communities every day by supporting businesses, education, and local events. And we built lasting relationships with our members by providing excellent service and trustworthy financial guidance to meet their every need. The relationships we forged will continue to grow for years to come.

To the members that supported us and helped us grow, the employees who worked hard to help us thrive, and the communities we became a part of, thank you. Those relationships are the foundation of our legacy.

It's been an honour to grow alongside you for the past 61 years. We can't wait to see what's next.

## ***We Belong Together .***

**Entegra Credit Union**

1960-2021



# Message from the CEO

At the end of June, we came to you with a proposal that would change the trajectory of our organization. After months of discussion and mutual evaluation, our intention to merge with Assiniboine Credit Union was reached, based on the shared understanding that a combined credit union would ensure an even stronger future for our members, communities, and employees.

On August 18, after many weeks of passion, dedication, and hard work, the memberships of Entegra Credit Union and Assiniboine Credit Union voted and approved the merger between our two great organizations, which would officially go into effect on January 1, 2022.

Outside of the merger, we continued to provide the high-quality service and sound financial advice that our members have come to expect from Entegra. At the beginning of June, we successfully launched a new website, mobile app, and digital banking platform to our membership. These long-awaited updates helped improve the member experience, particularly in the digital banking sphere, which was extremely valuable in a year that we continued to feel the effects of the COVID-19 pandemic.

As we entered the second year of the pandemic, our teams remained steadfast in their dedication to member service, regardless of the uncertainties we faced. We were nimble and prepared to adjust course in a rapidly changing environment. I am incredibly proud of our team for their flexibility and ability to accept all the presented changes in stride.

From a financial perspective, I am pleased to report that ECU exceeded budget expectations in 2021. Our 2021 growth goals focused primarily on retention due to pandemic restrictions. As consumer spending bounced back, deposit growth was less than expected while loan growth improved. ECU exceeded budget expectations for net income; however, we achieved this differently than initially anticipated. Non-interest revenue sources exceeded expectations, and government support programs extended longer than predicted. All things considered, we were pleased with the credit union's financial performance in 2021.

On January 1, our time as Entegra Credit Union officially came to a close. And while it was the end of an era in some ways, in other ways, it is the dawn of a new one. As we set off on this new journey, the legacy that we built in 61 years as Holy Spirit and Entegra credit unions will come along with us, and that's something we're all proud of.

Our legacy lies in the relationships we built with every single member by delivering quality service and helpful advice to reach your financial goals. It lies in the connections we made as a team by coming together to provide our membership with an exceptional financial experience they can trust. And it lies deeply rooted in the communities we serve, where we did – and will continue to – contribute to the growth and development that allows us all to thrive.

Our tagline, We Belong Together, was more than a marketing tool; it was the motto at the heart of everything we do. Relationships with our members brought us to where we are today. They are what we are proud to carry forward into the future as we join forces with ACU.

***With gratitude and appreciation, I thank you for your support.***

Brent Turman  
Chief Executive Officer  
**ENTEGRA CREDIT UNION**





# Message from the Chair

2021 was a year of tremendous growth and change for our organization. In June, when we came to you with our intention to merge with Assiniboine Credit Union, that final proposal resulted from months of discussions, evaluations, and research to ensure that every decision we made would be the right choice for our stakeholders.

As your Board of Directors, we are elected by the membership to represent you and your best interests regarding the governance, strategic direction, and operational performance of the Credit Union. In recent years, discussions regarding the future of our Credit Union and the credit union system led us to conclude that things needed to change. We wanted to ensure our members have a strong, sustainable, and stable organization for the long term, which is what led us to the path of our initial merger discussions.

We did not take any part of the process lightly, as we knew that the impact of any change would be significant. We put an immense amount of hard work and attention into research, modelling, and determining how to protect and best serve our members and employees. Armed with this knowledge, the directors then took the time to reflect and review independently before coming together and unanimously approving to move forward with a proposal to merge with ACU.

When the memberships of both credit unions voted in support of the merger in August, we focused our attention on our commitment to minimizing the impact of the transition on our membership. While the merger process is still underway at the time of this writing, I am proud of all the hard work from both legacy credit unions that got us to where we are today.

I want to take the opportunity to thank Entegra's Board of Directors, both past and present. We've had many board members in our 61-year history, all of whom were dedicated in their service and steadfast support of our organization. We are so appreciative of the guidance, advice, and unique expertise of every single member of our Board.

Thank you to my fellow directors who made up the final iteration of the Entegra Board: Diane Lee Sousa, Ed Plezia, Ed Kolodziej, Ravinder Buttar, Sanjiv Garg, and Gord Menzie. Diane and I are looking forward to carrying on the ECU legacy as members of Assiniboine's Board of Directors. Additionally, we want to recognize and congratulate Mr. Ed Plezia on his retirement from Entegra's Board after 30 years of service.

On behalf of the Board of Directors, I want to commend our dedicated employees for their passion and commitment throughout the merger process and another unprecedented year of the pandemic. To our Executive Management team, thank you for your leadership and unwavering commitment to this organization. And lastly, to our members. Thank you for your ongoing trust and for choosing Entegra as your financial partner over the past 61 years. We look forward to growing stronger as we come together as one ACU.

Don Johal  
Board of Director - Chair  
**ENTEGRA CREDIT UNION**



# 2021 - A Year in Review

# 61 Years



## Financial Highlights

ASSETS UNDER ADMINISTRATION

 **\$735.5 MILLION**

LOAN GROWTH

 **4.30%**

DEPOSIT GROWTH

 **-3.00%**

## New Website Highlights and Statistics



 Accounts Opened via Online Banking **81**

 eTransfers **80,919**

- 54,354 sent
- 26,565 received

 Remote Cheque Deposit **7,110**

## Sponsorship and Donations

 **\$20,240**  
Donated

## Important Dates

- April 21
  - Annual General Meeting
- June 7
  - Launch of New Website and Mobile App
- June 28
  - Merger Announcement
- August 18
  - Merger YES Vote Reached

# Thank you

## to our dedicated staff

past, present and those who continue on this new adventure with us.

- Franco Aiello
- Charity Allen
- Stephen Allinson
- Betty Asham
- Alison Bach
- Michael Bacinger
- Harkeet Bal
- Janet Balilo
- Jason Benish
- Lacey Bergen
- Nishu Brar
- Patrick Calderon
- Dan Carevic
- Sheri Chmelnytzki
- Shanakay Clarke
- Gabrielle Courteau
- Jennifer Cruz
- Wellington Damasceno
- Alexandria De Zorzi
- Gurveen Deol
- Darren Dobson
- Kerrie Dobson
- Candace Dryburgh
- Delaney Ellis
- Stephanie Emerson
- Maureen Evan
- Grimoalda Ferreira
- Anthony Fischer
- Brooke Fishwick
- Cody Fletcher
- Cristina Fluerear
- Linda Fransoo
- Jenna Godson
- Laina Groom
- Matthew Gudel
- Katie Hamalainen
- Deanna Hoover
- Stacie Hunter
- Breanne Hyde
- Karl Jantz
- Ashley Kaltenthaler
- Karen Kalynuik
- Avneet Kaur
- Lilia Klass
- Galina Labun
- Koryn Langford
- Andrew Little
- Leslie Lobel
- Dana Lowdon-Wiebe
- Janina Mislowe
- Lana Oughton
- Brenden Prowse
- Ernie Remillard
- AJ Robelo
- Kerri Robertson
- Bonnie Rootsart
- Kurt Salcedo
- Daniel Schink
- Amanda Scott
- Gitu Sharma
- Nancy Sharma
- Satwinder Sidhu
- Priscilla Silva
- Alana Staerk
- Samantha Stregger
- Samantha Stupack
- Kati Sutherland
- Jeffrey Tesoro
- Sarah Thompson
- Kevin Tillberg
- Tracy Trapp
- Brent Turman
- Julia Warkentin
- Jayme Wegier
- Sandy Whittom
- Neil Wood
- Nancy Zacharkiw

\*Staff listing as of December 31, 2021