



The Energy Connector

Issue #62

Investment statements now quarterly!

You can get your investment (TFSA, RRSP) statements by logging into your online banking and selecting the appropriate month's PDF of your statement. If you have opted to receive the paper version of your statement it will now be mailed to you quarterly. Contact us if you have any questions!



Attention US Travellers!

For those members travelling to the U.S., we have become aware of some potential debit card impacts related to the use of your Energy CU MemberCard. Due to the U.S. updating to chip technology from their dated magnetic stripe technology, our members may find some instances where their debit card gets declined. This is due to software incompatibilities as each vendor upgrades their individual terminal. We are currently working with our switch provider for a resolution and a potential solution is currently in the testing phase. To avoid possible service disruptions while making purchases in the U.S. you may want to consider using your Credit Union MasterCard. If you don't have your credit union MasterCard already you can visit our website to apply now. We are able to order you US cash at a great rate! Please give us at least 2 days notice to avoid disappointment! Our Commissioners Street branch also holds a small amount of US cash on hand. If you have any questions please contact a staff member for more information. If you have any questions please call our offices at 416-238-5606



Energy CU AGM

April 8th, 2016

Mark your calendars!

Are you in good standing?

Please contact any branch of the Energy CU to make sure your account is current and in good standing. All existing CU members need to hold a minimum of \$100 Capital Shares as of April 4th 2016.

Don't miss out on the benefits of being a member in good standing! Golf days, bus trips, TFSA rates of 3yrs @ 3.15% Call 416-238-5606 for more information.

If you want a golden rule that will fit everybody, this is it: Have nothing in your houses that you do not know to be useful, or believe to be beautiful.

-William Morris



Step on it!

This offer expires March 5, 2016.



Signing up is easy.

Simply visit your branch or call to set up your appointment. We'll help you find the card that's right for you. Or you can apply online at www.theenergycu.com

Head Office

2 Carlton Street - Suite 810
Toronto, Ontario, M5B 1J3
Phone 416 238-5606
Fax 647-689-3065

Service Centre

(Restricted Access)

500 Commissioners Street
Toronto, Ontario M1M 3N7
Phone 416 238-5606
Fax 416-542-2631

Gerdau Branch

(Restricted Access)

1801 Hopkins Street South
Whitby, Ontario L1N 5T1
Phone 416 238-5606
Gerdau: 905-668-8811 ext 2329
Toll Free: 1-888-942-2522
FAX: 905-668-2807

Southlake Branch

(in Medical Arts Building 5th floor at 581 Davis Dr.)

Mailing Address—596 Davis Drive
Newmarket, Ontario L3Y 2P9
Phone 416 238-5606
Southlake: 905-895-4521 ext 2503
Toll Free: 1-888-942-2522
Fax: 905-953-5490

Transportation Branch

(Restricted Access, Appointment Only)

1070 Botanical Drive 2nd Floor
Burlington ON L7T1V2
Phone 416 238-5606
Toll Free: 1-888-942-2522
Fax 416-542-2631

Corporate Office

(Restricted Access)

615 Davis Drive Suite 301
Newmarket ON L3Y 2R2
Phone 416-238-5606
Toll Free: 1-888-942-2522
Fax: 647-689-3067

Telephone Teller

Local: 416-465-8251
Toll Free: 1-866-222-0630

Member Security:

security@theenergycu.com

www.theenergycu.com

www.urbanvault.com

Vishing— Protect yourself!

Vishing is the act of using the telephone in an attempt to scam the user into surrendering private information that will be used for identity theft. The scammer usually pretends to be a legitimate business, and fools the victim into thinking he or she will profit. In some cases the scammer pretends to be an authority such as CRA or the police. They may use threats to scare the victim into compliance.

How to identify a vishing contact

We all get e-mails and telephone calls from legitimate companies and organizations that we do business with, but here are some things you should keep in mind as you try to figure out if you're being contacted by the legitimate company or by a visher.

- If you are dealing with a legitimate company, they know who they are contacting and will address you by name in an e-mail or telephone call. Vishers don't typically know who you are and don't usually use your name.
- If a bank suspects fraudulent activity on your debit or credit card or account, they will never contact you by e-mail. If you do receive such an e-mail, do not respond and delete it.
- In some cases, your bank may contact you by phone or leave you a voicemail message if they suspect fraudulent activity. As part of a legitimate conversation with your bank, you may be asked verification questions so the bank can ensure that they are speaking to the right person. You will not, however, be asked to verbally provide any Personal Identification Number (PIN) or banking password or enter you PIN or password on your telephone keypad. As part of the verification process, your bank will never ask you for your Social Insurance Number.
- It is a wise practice not to use the phone number provided in the e-mail or in the telephone message you receive. You can validate that the call is legitimate by contacting your bank using the phone number on the back of your card, on your statement or a published number you have looked up yourself.
- As a general rule, be cautious about how and with whom you share personal or financial information.

If you'd like to read more about different ways scammers try to separate you from your money please visit our website under I'd like to "educate myself". Play it smart with your hard earned cash!

Excerpts from <http://www.cba.ca/en/consumer-information/42-safeguarding-your-money/61-vishing-voice-phishing>

Get to know us!

Diane Kocet AMP A.C.U.I.C., B.A.

Chief Executive Officer

Dahlia Billingsley A.C.U.I.C., AMP

Operations Manager, Compliance, Member Experience & Security Officer

Mark McDonald AMP F.C.U.I.C.

Financial Services Manager, Technical Support, Health & Safety Representative

Gosha Kosakowska CGA

Finance and Risk Officer

Nicole Lake F.C.U.I.C.

Marketing Operations & Member Relations Coordinator, Privacy Officer, Anti-Spam Officer, Newsletter Editor

Beth Wallace F.C.U.I.C.

Clearing and Payroll Administration Officer

Charmaine Coy AMP, F.C.U.I.C.

Financial Services Officer

Cori Andrade

Financial Services Administrator

Diana Donohue

Account Services Representative

Sara Maharajh

Wealth and Estate Services Coordinator, Deputy Privacy Officer

Kokilan Maheswaran

Financial Services Coordinator, Deputy Compliance Officer

Janine Tripodi

Accounting Administration Representative, Member Service Officer

Lori Maurier

Member Service Representative (Volunteer)

