



March is National Fraud Prevention Month

The Energy CU is pleased to participate in the National Fraud Prevention Month in co-operation with the Government of Canada, law enforcement and the Competition Bureau. National Fraud Prevention Month is intended to educate consumers on fraud-related issues and provide guidance on how to recognize, reject and report fraud. There are things you as a member can do to lessen the chances you may fall victim to fraud. Checking your accounts regularly through our online CyberBanker/telephone teller, enrolling in our Direct Alerts and using the following tips will help keep your banking experience as secure as possible.

Be skeptical

- The Energy CU will never send you an unsolicited e-mail or text message asking for your personal information, banking PINs or passwords, or the password for your email account.
- The Energy CU may call you and request certain personal information to validate your identity, but we will not ask for your PIN or password. If you are concerned about the validity of a call that appears to be from The Energy CU, give us a call back using the phone number you know to be ours like 416-238-5606.
- Beware of people asking you to move money for them, secret shopper job opportunities or notices that you have won a lottery you didn't play. Remember, if it sounds too good to be true, it usually is.

Protect your PIN, password and personal information

- Your PIN and password are the keys to your account; never share your PIN or password with anyone.
- Use a unique password for banking online, one that you do not use for other services.
- For added protection, cover your hand when entering your PIN number.
- Before you recycle old documents, be sure to shred them first.

Practice safe computing

- Be cautious when opening email attachments from senders you don't know. Email attachments can contain malicious software.
- Beware of callers pretending to be software companies telling you that your computer is infected. Software companies do not call users to report computer viruses.
- Having a firewall and up to date anti-virus software are important steps in keeping your computer protected.

If in doubt, call us at 416-238-5606. We are here to help. To learn more about how The Energy CU helps protect your personal information, please visit us at <http://www.theenergycu.com/scams.html>

We need your help!

The [Canadian Anti-Spam Law](#) (CASL) went into effect July 1, 2014. It is in place to protect Canadians while ensuring that businesses can continue to compete in the global marketplace. On July 1, 2017 the third phase of CASL comes into effect. From time to time Energy CU staff may contact our members via email or other electronic means in order to serve them more efficiently. If at any time you would prefer not to receive electronic messages from The Energy Credit Union Limited, please contact us at compliance@theenergycu.com or phone 416-238-5606.

You can give your consent online at www.theenergycu.com.

“Health is the greatest gift, contentment is the greatest wealth,” — Buddha

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 M4M 3N7
Phone 416 238-5606
Fax 416-542-2631

Gerdau Branch

(Restricted Access)

1 Gerdau Court
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

Need ATM Access?

Did you have an older ATM card? All ATM cards issued before 2014 have now been deactivated. If you would like to access your account at the Energy CU via ATM or debit/POS, please contact our office at 416-238-5606 to have a MemberCard issued. As of October 4th 2016, new cards issued by The Energy Credit Union come with Interac Flash® capability. As your debit card expiry date nears, you will receive a new card with the ability to “tap and pay” for small purchases, without having to insert your card or enter your Personal Identification Number (PIN). If your expiry date is further in the future and you would like to take advantage of this free and convenient service, please contact the CU to order your contactless Interac Flash® card. Members who do not want the contactless Interac Flash® service on their card are free to opt out by letting the CU know in writing that they are choosing to opt out. Please note that due to the extensive administration required to have the contactless feature removed from your contactless card, opting out of this service will result in a per-card fee.

Planning a trip?

If you're planning on taking a trip outside of Canada, please contact us at 416-238-5606 prior to leaving. Our ongoing monitoring programs have identified increased levels of fraud in certain countries recently. As a result, MemberCard transactions may not be processed in those countries. We apologize for any inconvenience this may cause, but the security of our Members and their funds is very important to us.

Attention Essential Members!

Please be advised that the annual Membership fee was applied to all Essential accounts on February 28, 2017. If you are an Essential Member and you would like to get more information about how you can avoid this charge, please visit our website or give our offices a call at 416-238-5606. We would be happy to show you all the benefits that your membership at The Energy Credit Union affords you.

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

Malgorzata (Gosha) Kosakowska CGA

Finance and Risk Officer

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

Marketing Operations / Member Relations Coordinator/ Privacy and Anti-Spam Officer

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

Sarasvati (Sara) M. Maharajh

Wealth and Estate Services Coordinator/ Deputy Privacy Officer

Kokilan Maheswaran

Financial Services Coordinator/ Deputy Compliance Officer

Janine Tripodi

Accounting Administration Representative/ Member Services Officer

Louis Christidis

Sales and Communication Officer

Roseann Anderson

Member Services Representative (Volunteer)

