



# THE ENERGY CONNECTOR

# DECEMBER 2010

trust • loyalty • compassion



## Energized about our Future!

On October 29<sup>th</sup>, 2010 forty-three members were part of history when they voted in overwhelming favour of a change to our corporate name from The Toronto Electrical Utilities Credit Union Limited to The Energy Credit Union Limited. We are excited to announce that as of December 3rd, 2010, The Toronto Electrical Utilities Credit Union Limited was given approval by the Financial Services Commission of Ontario (FSCO) to officially change its name to The Energy Credit Union Limited.

After 71 years of providing exceptional service and unparalleled dedication to our members, we've changed our name to celebrate a new era in the credit union's development. The new name reflects our expanding range of capabilities with the intention of providing you with even more reasons to switch to us to meet all of your financial service needs. We continue to offer free chequing, free on-line banking, Tax Free Daily Interest Savings Accounts at unbeatable rates and other exciting membership incentives that you wouldn't normally expect from your financial institution like Bus Trips, Ask the Expert Days and an Annual Golf Event!

During this time of transition, you may receive or continue to see communications with our original TEUCU branding. We thank you for your understanding as we work to update all of our materials to reflect this exciting new change.

For your convenience we have provided some answers to questions that members have been asking:

### **Will your corporate logo change?**

No, we intend to keep our existing logo

### **Will I have to change my cheques?**

No, our charter and banking information will not change. As such, you may continue to use your existing cheques until you need new ones. At that time they will automatically have our new name on them.

### **Do I have to get a new ATM card?**

We are currently updating our cards to the *Member Card* Chip Card. This conversion doesn't actually have anything to do with our name change however; you will need to replace your old card with the new chip card as soon as possible. Please see the 'Do you have your Chip' article in this newsletter for more information.

### **Will the telephone number change?**

No. However, we have added a toll free telephone number for added member convenience  
Our toll free number is: 1-888-942-2522

### **Will the on-line banking change?**

We will continue to offer you the same 24/7 on-line banking. We also intend on providing you with additional banking benefits in the New Year and we will let you know about those as soon as we have them available for you.

### **Will the website address change?**

Yes. Our new website address is [www.theenergycu.com](http://www.theenergycu.com). However, for an extended period of time you will be able to continue to find us at [www.teucu.com](http://www.teucu.com).

### **Will your emails change?**

Yes. Our corporate email address will be [mail@theenergycu.com](mailto:mail@theenergycu.com) and our permanent full time staff email address will change to first initial, last [name@theenergycu.com](mailto:name@theenergycu.com). We will also maintain the existing email addresses under the teucu banner for an extended period of time to allow sufficient time for members to update their records.

### **What other changes can we expect?**

We will update our website to reflect our new name change and develop new member brochures. Other than that, our intention is to continue to provide you with the same exceptional service on which we have built our reputation.

If you have any questions about our name change, please feel free to contact us at 416-542-2522.



## Do you have your Chip?



Canada is migrating to chip card technology with the intent of making an already secure system, even more secure. Chip technology is already in place in many countries around the world. The Credit Union now has your new chip card ready for you to use!

How it works- The new chip cards have a microchip that works with a personal identification number (PIN). The microchip is embedded in your card and is virtually impossible to duplicate. The microchip works with your PIN instead of your signature for transaction verification. Chip cards work with Chip terminals at the point of sale and help to ensure a secure transaction.

Why now and what's the rush? Many card issuers have already begun large-scale rollouts of Chip and PIN cards for their existing cardholders. Our supplier CUETS has recently completed their testing process and has issued the first Chip *Member Cards* for our use in November 2010. In order to meet EMV deadlines, we must have a conversion rate of at least 65% by December 31<sup>st</sup> 2010.

Who or what is EMV? EMV standards define the functional requirements that must be met by a Chip card and Chip-reading terminals. These international Chip card standards, developed by Europay, MasterCard and Visa (EMV), ensure that cardholders globally benefit from this security innovation. EMV Chip technology provides enhanced security and protection from fraud as well as greater transaction speed and ease of use.

Why can't I PIN my card other than at either of the 2 branch locations? Chip PIN machines have strict rules governing their use. As such they are not portable and must not be removed from the branch location that was assigned to us by the provider. To enable members to PIN their new chip cards, the Credit Union has extended its business hours on specific days for added member convenience.

What if I can't make it to the Credit Union before you cancel my existing *Member Card*? Although we must meet the 65% deadline, we realize that it may be difficult for all members to have their cards changed in such short notice. As such, for those members who are not able to visit either of our two branch locations, we will do a mass mail out of chip cards some time in the New Year followed by pre-assigned PINs. If members wish to change the PIN number assigned, they may either visit one of our branch locations or re-PIN their new card at an ATM terminal that offers PIN change capability.

If you have further questions regarding the Chip card, please do not hesitate to call or e-mail us.



### Going on vacation for the holiday season?



Coverage available regardless of age and up to \$5,000,000 emergency medical coverage. Call 1-866-606-3362 for preferred rates or visit [www.johnson.ca/medoc\\_mx](http://www.johnson.ca/medoc_mx) for more information.

### Term Deposits (Long & Short Term)

We offer a variety of Term Deposits from 90 days up to 3 years, all with competitive rates. We offer bonus rates on amounts over \$25,000.



*It's time to plant and grow your money!*

## Get to know us!

**Diane Kocet AMP**  
A.C.U.I.C, B.A.,  
Chief Executive Officer

**Dahlia Da Costa AMP**  
Operations Supervisor  
Compliance Officer  
Complaints Officer

**Beth Wallace**  
Banking Support  
Representative  
Deputy Compliance  
Officer

**Nicole Lake F.C.U.I.C**  
Member Relations  
Marketing Coordinator  
Privacy Officer

**Mark McDonald AMP**  
F.C.U.I.C  
Loan Officer  
Technical Support  
Health & Safety  
Representative

**Liana Crimi**  
Loan Clerk

**Pia Martinez**  
Member Service  
Representative  
(Contract)

**Jewel Nangreaves**  
Member Service  
Representative  
Deputy Privacy Officer  
(Contract)

**Jimmy Phuong**  
Marketing  
Administrator  
Member Service  
Representative  
Newsletter Editor  
(Contract)

**Esther Kwon**  
Accounting  
Administration  
Representative  
(Contract)

**Aneliza Peniero**  
Member Service  
Representative  
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**Jin Wu**  
Co-op Student

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