

straight talk

New legislation protects you

What's new in digital banking

Vacation scams: Be aware

A vibrant underwater photograph of two children swimming towards the camera. The child in the foreground is a young boy with short brown hair, wearing red and blue swim goggles and a pink wristband. He is smiling. Behind him, a girl with dark hair is also swimming, wearing purple swim goggles. The water is clear and blue, with light rays filtering through from above.

2 months off
from school

9 weekends
to go camping

63 days to take in fairs,
rodeos and festivals

**Servus hopes you have
a great summer!**

New legislation protects you and prevents crime

Servus Credit Union, like all financial institutions in Canada, is required to follow provincial and federal legislation. Some regulations protect our members from the following:

- Unauthorized use of their personal information
- Receiving unwanted email and other electronic communications
- Becoming a victim of fraud

Other regulations help us detect and deter crimes like money laundering and tax evasion. This is the purpose behind the new Common Reporting Standard (CRS), which takes effect on July 1, 2017.

CRS is an international standard for the exchange of financial account information between countries to increase tax fairness

and improve Canada's ability to detect and address tax evasion. Canada and close to 100 other countries have committed to its implementation.

Our compliance with CSR will have very little impact on you. The only difference is that, starting July 1, 2017, we'll be required by law to ask if you have tax obligations in another country. And if you do, we'll ask for documentation like a tax identification number.

Your personal information and privacy are very important to us. When we ask you for information, it's to protect you from financial loss and to help prevent crimes that affect us all.

If you have questions about CRS, talk to a tax specialist.

New features coming to online and mobile banking

Members have asked, and Servus has answered. We know that life can get busy, and we want to make banking more convenient and time saving for you. With technology constantly changing, Servus is focused on bringing you the latest features in online and mobile banking.

In 2014, we launched *INTERAC* e-Transfer®. Last fall, we introduced instant balance and photo deposit. And we're continuing to invest in our digital banking services to give our members more options and flexibility when it comes to their banking. That's why we're happy to announce that we'll be introducing Touch ID and Password Reset to mobile banking this month.

Touch ID saves you time by giving you the ability to log in to your mobile banking app without entering your password.

- Touch ID is available to iPhone users who have their fingerprint saved to their device.
- Logging in with Touch ID is much faster than entering a password.
- Some transactions, such as *INTERAC* e-Transfer, may require that you enter your password as extra protection.



Self-serve password reset lets you change a forgotten password online or in mobile quickly, without having to contact Servus by telephone.

- The service is available from the sign in pages of both online and mobile banking.
- To use the service, you'll need your email address and phone number, and you'll need to be able to answer some basic questions to confirm your identity.
- You can only reset your password if your account has not been locked, which will happen after a number of unsuccessful sign in attempts.

Change Password is another service we're adding to mobile banking, making it easier for you to update your password on a regular basis.

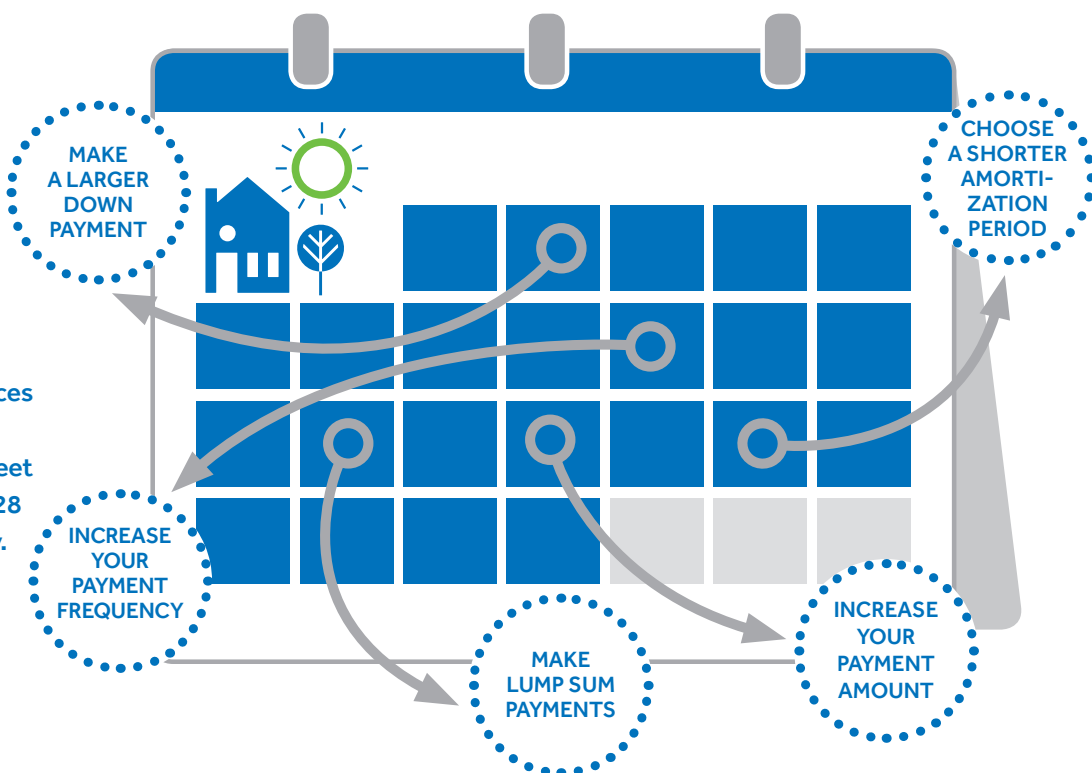
- The feature can be accessed from the services menu after you sign in.
- We recommend that you change your password at least once every six months.

You can find more information about our online and mobile banking services, including links to download our mobile app, at servus.ca under **Ways to Bank**.

Five strategies for becoming mortgage free faster

Owning your home free and clear of a mortgage is a great feeling. If becoming mortgage free faster is one of your goals, here are some strategies to help you get there.

You don't need to make these choices alone. A Servus financial advisor can help you decide how best to meet your goals. Call us at 1.877.378.8728 and talk to a financial advisor today.



Vacation scams: Be aware

When you're planning your summer vacation this year, be on the watch for different types of vacation scams. With so many deals being offered by airlines and travel companies, it's hard to tell what's legitimate and what's fake.

Here are some common vacation scams and how they work:

- **Free or "discounted" vacation scam.**

You get a call from someone using a legitimate company name like Expedia, Air Canada, Air Transat or WestJet. The caller tells you that you've won a destination vacation or you'll be awarded a credit or discount on a vacation if you book right away. You're asked to give personal information to book the vacation and a credit card number to guarantee the trip.

- **Ticket re-sell scam.** A fraudster posts an ad to "re-sell" a purchased vacation package, including airline tickets and accommodations, on a website like Kijiji or Craigslist. After you agree to buy the package, the fraudster urges you to pay in full before transferring it to your name. At the airport on the departure date, you discover that the airline tickets are fake.

- **Points scam.** You get an automated phone call claiming to be from a travel rewards company like Air Miles. The fraudster advises you that you've won prizes worth thousands in travel points or claims to have information about your collector account. The fraudster asks you to provide your collector account PIN, personal information or credit card information. The fraudster then uses these details to steal your cash or rewards points.

- **Vacation rental scam.** A fraudster posts an online ad for a destination property for rent. The rent is much lower than for other similar properties. Once you ask to rent the property, the fraudster requests a deposit sent through wire transfer. When you arrive at the destination, you find out that the property doesn't exist or was never available for rent.

You can take steps to protect yourself from vacation fraudsters:

- If you get an unsolicited phone call about a free or discounted vacation or travel rewards points, ask for the caller's name and a call back number. If the caller won't provide this information, end the call.
- Ask unknown callers to send information about vacation offers to you in writing.
- Never give out personal, credit card or account information over the phone.
- Use only known and trustworthy websites to buy tickets.
- If possible, go and see a vacation property before you rent it or verify that the property exists and is available for rent by doing some research.

Most importantly, remember that if a vacation offer seems too good to be true, it probably is.

For more information about these scams, visit the Canadian Anti-Fraud Centre website. And if you think you're the target of a vacation scam, be sure to report it to the centre.

Introducing your 2017 Servus Board of Directors

On March 8, 2017, Servus Credit Union announced the results of its 2017 board of directors elections at its annual general meeting. Member-owners elected four candidates — Perry Dooley, Jon Holt, Simon Neigum and Penny Reeves — to join the board. These directors will serve on the board until 2020.

On March 9, the board met to choose a chair and vice-chair as well as Servus representatives for the Credit Union Central of Alberta Board of Directors. The Servus directors chose to re-elect John Lamb as chair and elected Amy Corrigan as vice-chair.

Retiring from our board this year is Alison Starke of Lloydminster. Alison has served on our board since 2002, and her contributions to our credit union have been invaluable. Continuing their terms on the board are Dianne Brown, Doug Bristow, Ken Cameron, Amy Corrigan, Iris Evans, Doug Hastings, John Lamb and Darcy Mykytyshyn.



L to R: Simon Neigum, Ken Cameron, Darcy Mykytyshyn, Doug Hastings, Iris Evans, John Lamb (Chair), Dianne Brown, Doug Bristow, Perry Dooley, Penny Reeves, Jonathon Holt, Amy Corrigan (Vice-Chair)

Community news

Coaching young soccer stars in Lethbridge



For the fourth straight year, Servus is the title sponsor of the Alberta Soccer Association's Youth Provincial Championships. The indoor games were held in March, and the outdoor games are coming in July and August.

Albertans of all ages love to play soccer. And Servus Credit Union has been helping young soccer players in Lethbridge bring their best skills to the field.

Again this year, Servus was the corporate sponsor for the technical sessions offered to players by the Lethbridge Soccer Association. The association provides grassroots soccer programs for kids aged 3 to 18. The technical sessions are open to all Under 8, Under 10 and Under 12 players in the league. All together, that's about 500 players!

Our sponsorship of the technical sessions is one way we're supporting healthy, active living in the communities we serve. You can learn more about our community sponsorships on servus.ca.

For more information about the Lethbridge Soccer Association, visit lethbridgesoccer.com.

Your credit union

Servus banking plans and fees are changing July 1, 2017

At Servus, we set our fees so they just cover the costs of providing our services — such as branches and digital banking — and give you better value for your money than our competitors. This allows us to use the profits we make to invest in new services, support our communities and pay Profit Share® to members.

We review our accounts and fees on a yearly basis. Our latest review led to some changes to our personal and business banking plans and service fees, including

- Banking plan monthly fees, over-limit transaction fees and minimum monthly balances
- Cheque printing fees
- Incoming wire fees
- Bank draft (official cheque) fees

We're also adding free *INTERAC* e-Transfer® debits to some of our personal banking plans.

We'll apply these changes to your accounts on July 1, 2017.

Holiday hours

Canada Day — Saturday, July 1

- Branches closed Saturday, July 1, and Monday, July 3
- Contact centre open from 9am to 5pm on Saturday, Sunday and Monday, July 1–3

Heritage Day — Monday, August 7

- Branches closed Monday
- Select branches open Saturday, August 5 (see servus.ca for details)
- Contact centre open from 9am to 5pm on Saturday, Sunday and Monday (August 5–7)

Labour Day — Monday, September 4

- Branches closed Monday
- Select branches open Saturday, September 2 (see servus.ca for details)
- Contact centre open from 9am to 5pm on Saturday, Sunday and Monday (September 2–4)

Online banking, mobile banking, TeleService and most ATMs are open 24/7.

Join our online community

Keep up to date with what's happening at Servus. Follow us on Twitter @servuscu and find us on Facebook: Servus Credit Union Ltd.



Give us the straight talk on *Straight Talk*

If you read *Straight Talk*, we'd love to know what you think. Email us at straighttalk@servus.ca.



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