



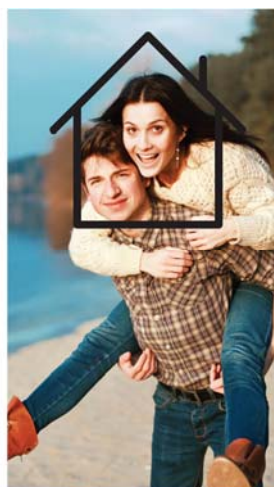
EKC – Your LOCAL Choice...

for Personal and Small Business



- ▶ Receive up to \$500 for a new mortgage referral*
- ▶ Best Things Local Mortgage Contest valued at \$1,000*
- ▶ new member perks

*details at EKCCU.COM



Meet Adrianna. *"I have been helping clients simplify their financial world since 2011."*

Adrianna joined EKC Sparwood branch and Qtrade Asset Management as a Branch Services Work Leader and Mutual Fund Investment Specialist in 2020 (details in the link below).

Members from all branches can book an appointment with Adrianna. If you are starting to save and want to learn more about your options, or if you have been committed to saving for several years and want to explore options, Adrianna will help you find financial security by enhancing your financial wellbeing.

[Contact Adrianna](#)

EKC's 70th Anniversary

2021 \$50,000 Legacy Campaign is the last campaign of the 70 Year **\$115,000 Celebration!**

Legacy Recipients received \$10,000 and included:

1. Cranbrook Search and Rescue - featured in the previous newsletter (read more [here](#))
2. Elkford Housing Society - featured in the previous newsletter (read more [here](#))
3. Elk Valley Senior Housing Society - Lilac Terrace Sparwood
4. Fernie Nordic Society
5. Elkford Trails Alliance



Elk Valley Senior Housing Society - Lilac Terrace

Lilac Terrace is a residence in Sparwood that offers affordable housing and support for seniors. There are 42 apartments, some of which are eligible for subsidized housing. EKC's funding has helped fund an additional, more affordable unit.

[Learn more...](#)



Fernie Nordic Society

FNS is dedicated to providing exceptional cross country skiing opportunities for residents and visitors. With close to 10 km of groomed trails, info kiosks and a warming hut. EKC's funding will go towards adding lights to several classic and skate skiing trails at the Elk Valley Nordic Centre.

[Learn more...](#)



Elkford Trail Alliance

ETA will receive \$10,000 for their Winter Trails Project, including a permanent storage unit for their single track groomer - the Snowdog, and related equipment for trail maintenance. They hope to get more users exploring Elkford year-round and foster the community's "get intimate with nature" lifestyle.

[Learn more...](#)



If you found what you need for 'The Best Summer Ever'

but your savings are not quite there, no worries!

EKC's 70th Anniversary Loan Special has rates as low as 2.99%* **extended until June 30, 2021!**

- no payments for 3 months
- no interest for 3 months
- quick and easy approval process

EKC can work with you to align your budget with your dreams to make sure you don't get into debt you can't handle.

[Loan Special](#)



Please look at our online tools or book an appointment with our staff to get started!



EKC Member Surveys

Thanks to everyone who filled in the 2020 and 2021 surveys. A senior management team reviewed the information, and the branch managers developed action plans. In the 2020 survey, 100% of the actionable items were completed. In the 2021 survey, 16 recommendations were made in five categories (Communication, Branch Cleanliness, Members Financial Needs, Technology and Member Service).

- 50% of recommendations are complete
- 31% are in Progress
- 19% are Ongoing

The results show improvements since the spring 2020 survey. Members believe they have access to services and had learned new ways to bank. They rely more on MemberDirect communication, EKCCU.COM and Facebook, for communication. There was a positive shift in how they access their banking, and believe they have had excellent communication around COVID. The change to branch days and hours of operation sentiment improved slightly. The most significant improvement was how quickly EKC moved in changing conditions and adjusted to new ways.

Touchless payment methods include EKC tap (limit is \$100 purchase \$200 daily) and Apple pay (through Collabria).

Highlights of member service:	2020	2021
Access the services needed	90%	90%
Been able to learn new ways to bank	69%	77%
Able to learn about new ways to bank	84%	88%

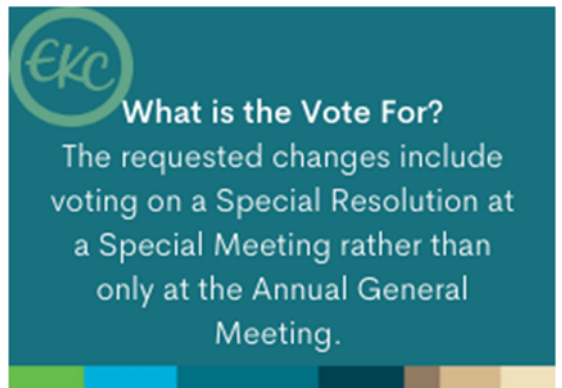
EKC's AGM May 12, 2021, via ZOOM

Special Resolution Vote April 26-May 1, 2021.

All branches **will be open** for five days to accommodate voting.

[Check here for more information on Special Resolution.](#)

For more information and to RSVP, please contact Pam, at ppinch@ekccu.com.



EKC Updates

EKC has ordered five ATMs and installation will start in the next few months

EKC COVID -19 and safety plan are up to date and can be [found here.](#)

Cranbrook Branch ATM room is locked from 10:00 pm to 6:00 am to protect our members and the premises.

Elkford and Sparwood staff are available to serve you by phone or email for all your banking needs when the doors are locked.

Thank you for your continued patronage.

To stay updated, check [Facebook](#), [Contact Us](#) or [EKCCU.COM](#).

