



# FROM THE BOARD TABLE

Frontline Financial Credit Union Ltd.,



## President's Message ...

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Business not quite as usual ...

First of all I wish to acknowledge our Senior Management Team and all of the Staff for their incredible response to this unprecedented change that we are all living. Our Main Branch has remained open to serve our members (preferably by appointment), and through remote means from the safety of their homes.

Late in 2019 we upgraded our computer systems to enable our staff to work remotely while maintaining security and privacy for our members.

This fairly costly upgrade was suggested and requested by our Senior Management Team to position us for the future. Who would have thought the future would arrive 3 months later. We are all fortunate to have such a dedicated and forward-thinking team working for all of us.

Your Board of Directors have continued to meet virtually using a combination of "ZOOM" and "GotoMeeting" software that allows us to continue to monitor the effects of the COVID-19 pandemic on our Credit Union. It has been pretty much business as usual for the Board, as all of our committee's that provide the oversight necessary to safeguard your assets, continue to meet on a regular basis..

*Craig Morrison, President*

*Quotable Quotes: "I saw a sign that said 24 hour banking ... But I just didn't have that much time!  
... Stephen Wright*



The Boardroom  
365 Richmond Road

*"I have been going to this bank even before I was old enough to open up my own account. The staff is wonderful and very helpful. I could not ask for better service!"*

*-Julie Charron*

Our promise to you ... **at Frontline we treat you like "one in a million" ... not, "one of a million."**



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## Audit Committee Update ...

Do you ever wonder how we keep your money safe ...



First of all, I would like to let you know that all of your deposits are guaranteed by the Deposit Insurance Corporation of Ontario. For many years, DICO has been the regulator for the Credit Union and Banking System in Ontario. They are being replaced by a new entity Financial Services Regulatory Authority of Ontario. FSRA will basically have all of the old oversight responsibilities that DICO had plus some new powers for oversight that they have been given as part of their mandate.

In addition to oversight by the Audit Committee we contract with an internal auditor to review files and processes and procedures to make sure the Credit Union remains compliant with all of the many regulations.

We also hire an external auditor which, for the past few years has been McCay and Duff LLP, to conduct our year-end audits and ensure that our financial statements are a true representation of our years business. As part of their work the external auditors attend our Annual General Meeting and provide their guarantee to the members that all of our financial statements are accurate and everything is in compliance with international reporting standards.

And if all of that isn't enough, we regularly meet with Risk Management specialists to ensure that the Credit Union's risk model is sound and reliable and in keeping with the ever-changing financial environment. We have an external Commercial Lending Specialist who reviews any and all Commercial loans and applications to ensure that the lending fits our tolerance limits and profile. We constantly review Enterprise Risk Management models to determine what external impacts could negatively affect the Credit Union and develop plans to identify emerging threats and develop plans to offset the impacts.

Although the workload at times is quite onerous, safeguarding all of our deposits and investments is a very worthwhile and rewarding part of life in the Credit Union.

*Kathy Stewart*

Audit Committee Chair

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## News from the Nominating Committee ...

Do you have the desire and skills to serve ...



Thanks to all of you who took the time to complete our Member Survey .. *It is hard to improve if you never ask what you can do better.*

We were absolutely thrilled with the responses.

\*\*\*\*

*“All members greet you by your name when you enter the branch. If you phone, they know who you are and know your account numbers. I have never experienced this type of excellent service anywhere else.”*

\*\*\*\*

*“Anyone I deal with goes well above and beyond”*

\*\*\*\*

*“Been a member for 54 years that should speak for itself”*

Your kind words inspire us to do even better .. It's all about Family!

I am honoured to serve as the Chair of the Nominating Committee for the 2021 Board elections. Your Board is comprised of eight directors, each year two or three Board Members terms expire.

The mandate of this Committee is to ensure that our Nomination Policy and our Election are carried out according to the rules and regulations of the Credit Union and Caisses Populaires Act for Ontario.

We evaluate nominated candidates against established criteria to ensure that they are solvent in their own financial lives so that they will most likely operate in a prudent manner at the board table.

Like everything in life, the role of a Credit Union Director has evolved over time and the responsibilities and training requirements have evolved as well. A Board can no longer simply accept a candidate because they are a nice person. The Board, through the auspices of the Nominating Committee must try to find candidates with a background in fiscal oversight to ensure that we provide proper and prudent oversight to the Management Team and the operations of the Credit Union.

The Board has identified a progressive three year training program comprised of several different modules to assist a new Director to learn about the business and provide effective oversight.

Although often challenging it is also very rewarding to work with such a dedicated team of Board, Management and Staff that we have here at Frontline.

If you think that you have skills that can help make us even better, please consider standing for election.

*Roger Geoffrion*

Nominating Committee Chair



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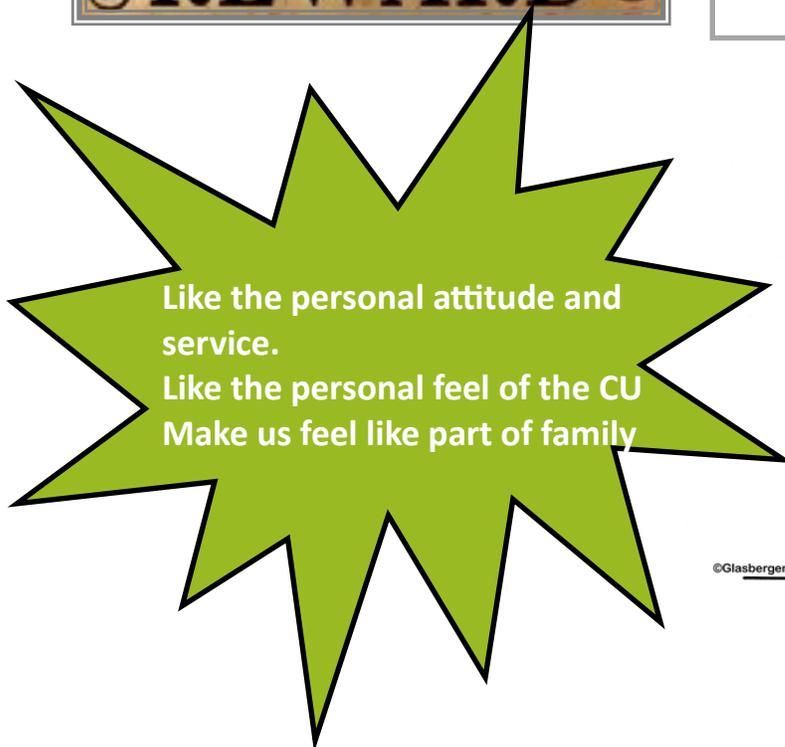
Frontline Financial is always willing to assist more people to achieve financial freedom and provide the same fast, friendly and convenient service that you enjoy.

If you have family, friends or even neighbours, please let them know about this great little secret.

We offer all of the same services that you would expect to find at a world class financial institution but it comes with personalized and friendly service.

And as a member .. "YOU OWN THE PLACE"

You determine the strategic direction, you recommend products and services that you would want and need to make your financial lives easier and you do this by selecting your Board of Directors.



## Loan Officer



"The bank would like to help you get back on your feet. We're repossessing your car."



# FROM THE BOARD TABLE

Frontline Financial Credit Union Ltd.,

## Meet Your Board ...



Craig Morrison  
Board Chair



Peter Hunt  
Vice-Chair



Brendan White  
Corporate Secretary



Kathy Stewart  
Audit Committee Chair



Roger Geoffrion  
Nominating Committee Chair



Steve Brabazon  
Director



Neil Warren  
Director



Joey St. Jacques  
Director

Your Board of Directors is always interested in hearing your concerns or suggestions to help make our Credit Union even better!

Board Chair: [boardchair@frontlinecu.com](mailto:boardchair@frontlinecu.com) .. [cmorrison@ottawafirefighters.org](mailto:cmorrison@ottawafirefighters.org)  
Nominating Committee Chair: [nominations@frontlinecu.com](mailto:nominations@frontlinecu.com) .. [info@frontlinecu.com](mailto:info@frontlinecu.com)



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## Favourite recipes ...

### Turtle Bars

#### INGREDIENTS:

1/2 cup butter  
2 cups flour  
1 cup brown sugar  
1 cup pecan pieces



Using a pastry blender or fork, combine the butter, flour, and brown sugar until the mixture forms fine crumbs.

Press the mixture into an ungreased 9" x 13" pan. Bake crust at 350 for 10 minutes .. Remove and set aside.

Cover the crust with the pecan pieces.

#### CARAMEL LAYER:

2/3 cup butter  
1/2 cup brown sugar

Combine the butter and brown sugar in a saucepan and bring to a boil over medium heat. Stir constantly. Allow the mixture to boil for 1 minute. Drizzle the mixture evenly over the crust.

Bake the crust for 20 minutes at 350°F.

#### TOPPING:

1 cup milk chocolate chips (I prefer semi sweet chocolate chips) .. Immediately after removing the crust from the oven, sprinkle it with chocolate chips. Allow the chocolate chips to stand for 5 minutes so that they will melt; then spread evenly over the surface of the bars.

Let the bars cool; then cut them into the desired serving size.

### Half Hour Pudding

1 cup of flour  
½ cup sugar  
¼ cup butter  
1 ½ tsp baking powder  
Pinch of salt  
½ cup of milk  
Large handful of raisins

Mix flour, sugar, baking powder and salt .. cut in butter .. add ½ cup of milk and form into a soft ball

#### Sauce:

1 cup of brown sugar  
2 cups of boiling water  
1 tsp vanilla  
A piece of butter

Pour sugar over pudding .. add vanilla and piece of butter .. pour 2 cups of boiling water over the top.

Bake at 350 degrees until golden brown on top .. approx 50 minutes.

Got a favourite recipe that is so good  
you want to share ....

Submit to:  
info@frontlinecu.com

Subject line: boardnews/recipes