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# ANNUAL REPORT

Compass Credit Union







# Serving You Since 1952

## Main Branch

1016 Rosser Avenue  
Brandon, Manitoba R7A 0L6  
Phone 729-4800

Open:

Monday to Thursday 9:00 a.m. to 5:00 p.m.

Friday 9:00 to 5:30 p.m.

Saturday 10:00 to 2:00 p.m.

ATM on-site

## Erickson Branch

24 Main Street, P.O. Box 100  
Erickson, Manitoba R0J 0P0  
Phone 636-7771

Open:

Monday to Friday 9:30 a.m. to 5:00 p.m.

Saturday 9:30 to 1:00 p.m.

ATM on-site

## Thomas Mall Branch

742 18th Street  
Brandon, Manitoba R7A 5B5  
Phone 729-4820

Open:

Monday to Friday 10:00 a.m. to 6:00 p.m.

ATM on-site

## On-Line Banking Member Direct

[www.compasscu.ca](http://www.compasscu.ca)

## Phillips Insurance Agency Ltd.

B - 510 1st Street  
Brandon, Manitoba R7A 2X1  
Phone 727-0709  
[www.phillipsinsurance.ca](http://www.phillipsinsurance.ca)



# Board Of Directors

	Term expires:
Allan Hall – President	2021
Tony DeVliegere – Vice-President	2022
D’Arcy Barker – Secretary	2021
Norval Lee	2022
Merrilea Price	2022
Sue Palmer	2023
Don Huisman	2023
Quentin Derhak	2021
Quinn Greavett	2023



## Staff

Martina Adams – Member Service Team Lead  
 Alex Alvarado - MSR (Spanish)  
 Jamie Antonation, FCUIC – Manager of Accounting, Technology & Wealth Management  
 Gladys Blakely – MSR  
 Buck Bright, ACUIC (Honours) – Chief Executive Officer  
 Jeneve Campbell - MSR  
 Debbie Charles, ACRML, ABL – Consumer Loans Officer  
 Fernando Chorro – MSR (Spanish)  
 Luis Chorro Martinez – Consumer Loans Officer (Spanish)  
 Kristen Comrie - MSR  
 Marne Cutter – Administrative Assistant  
 Karlina Gear – MSR/Clearing Clerk  
 Arnie Guist, FCUIC – Chief Executive Officer (Retiring)  
 Susan Harris, FCUIC – Wealth Management Specialist (Understands French)  
 Lilia Klass – MSR (High German & Russian)  
 Maryann Kologinski – Loans Manager  
 Shirley Kozoroski – Member Service Supervisor (on leave)  
 Melanie Krauss-Wakely – Manager of Member Service & Administration  
 Monica Lambourne – Consumer Loans Officer  
 Apryl Larson – Member Service Supervisor  
 Patrick Loewen, ABL – Commercial Loans Officer  
 Jennifer Lowe – Loans Clerk  
 Jennifer Maguire, FCUIC – Loans Clerk  
 Caralee Marsh – Manager of Compliance  
 Courtney Millar – Member Service Supervisor  
 Ingrid Miron de Cruz – Accounting Clerk (Spanish)  
 Ridha Ould-Moine-MSR (French)  
 Troy Peel – Loans/Compliance Clerk  
 Corelei Poyser – Chief Operating Officer  
 Kayla Ritchie – MSR/Clearing Clerk (on maternity leave)  
 Mandi Percival – Consumer Loans Officer  
 Debra Smith – MSR  
 Mike Theriault – Banking System/System Support Analyst  
 Edwin Urquilla – Investment Assistant (Spanish)  
 Kerry van Buskirk – MSR (Sign Language & Spanish)  
 Libby Watkins – Loans Clerk  
 Alycia White, ACRML – Manager of Consumer Credit



# 3<sup>RD</sup> COMPASS CREDIT UNION ANNUAL GENERAL MEETING

April 27, 2021

## Agenda

1. Welcome and Call to Order
2. 1 minute of silence in honour of departed Compass Credit Union members
3. Motion Regarding Quorum
4. Minutes of Previous Meeting (Sept 23, 2020)
5. Introduction of Board, Staff and Guests
6. Door Prizes
7. Reports
  - President
  - CEO
  - Audit Committee
    - i. Motion regarding auditor*
  - Nominating Committee
    - i. Elected and/or Returning Directors*
8. Door Prizes
9. Presentation of Long Term Service Awards:
  - 5 Years:
    - i. Jennifer Lowe*
    - ii. Debra Smith*
  - 10 Years:
    - i. Alycia White*
  - 15 Years
    - i. Susan Harris*
    - ii. Marne Cutter*
10. Acknowledgement of Retiring Staff
  - i. Arnie Guist*
  - ii. Julie Hutton*
11. Questions and Answers
12. Door Prizes
13. Adjournment



# 2020 President's Report

It has been just over 6 months since we last met. Some things are the same and others constantly change. We continue to work in a Pandemic environment with the many challenges that this brings. We can only hope that the light on the horizon brings some normalcy back to our lives.

One significant change that has occurred since we last spoke was the retirement of our past CEO Arnie Guist, and the hiring of our new CEO Buck Bright. Buck comes to us from Saskatchewan, where he was the VP of Operations with Plainsview Credit Union. We are excited to have Buck join our team and are confident in his abilities to lead us in the coming years.

When we last met in September 2020, I spoke of us “weathering the storm”. Our credit union has grown in size over the last year, finishing 2020 at 213 million dollars in assets. Our earnings were similar to last year, our expenses were up slightly and our profitability shrunk slightly. The Pandemic has had an impact on our Credit Union, but we continue to “weather the storm”.

In speaking to our Regulator as well as our Auditor we continue to do well and stack up positively to similar size credit unions. More details on our financial results will be forthcoming.

2020 was truly a year of strain, trials, and stress. Our Management and staff have provided great leadership and worked tirelessly to ensure the success of Compass Credit Union. We are not through this Pandemic, but I feel that there is a light at the end of the tunnel.

I would like to thank our members for their support in choosing Compass CU as their financial institution and urge you to speak well of your CU. You are our best ambassadors. To the staff, thank you for ensuring that yourselves and members are kept safe in this environment, and thank you for your hard work and dedication to members and the Credit Union. Your hard work and positivity make me proud to be a part of Compass Credit Union.

**Allan Hall**

Chairman of the Board

# Mission, Vision And Values Of Compass Credit Union Limited

**Mission:** To be a sustainable, dynamic, socially responsible cooperative that provides a lifetime of personal, quality and meaningful support to our members and their communities.

**Vision:** To provide exceptional member value where people are excited to be a part of what we represent and provide.

**Values:** Our services are convenient to access and easy to use. Banking is stressful, Compass Credit Union is not.

Our actions will be of the highest integrity. We will listen to member needs delivering an exceptional experience that generates member confidence.

Our members will benefit from our financial guidance. We will be leaders in assisting them to achieve financial success by delivering knowledgeable and personalized solutions.

Our employees and our members are our champions. Our credit union will grow through the engagement of our members and our employees demonstrated through positive attitudes, interactions and learning.

Our leadership will be seen through the values-based decisions that we make that are in the long-term best interests of our members and the credit union. We have been providing exceptional advice since 1952.

## Directors & Officers Disclosure

Statutory provisions of the Credit Unions and Caisses Populaires Act of Manitoba require the disclosure of the aggregate remuneration paid to all Directors; the aggregate amount paid to Directors for reimbursement of expenses and the details of any loans made to Directors or Officers which do not conform to the Credit Union's ordinary lending practices.

The following is the disclosure of remuneration and expenses for the Board of Directors and Officers for the year ending December 31, 2020:

Aggregate amount of Board of Directors honoraria and per diems	\$22,525
Aggregate amount of Board of Directors related expenses	\$ 2,058
Aggregate amount of Board of Directors meeting, training & conference costs	\$37,430
Aggregate amount of benefits in loan interest foregone or discounted to Board of Directors	0.00
<b>TOTAL</b>	<b>\$62,013</b>

*There were no loans advanced to Directors or Officers that did not conform to the Credit Union's ordinary lending practices.*



## BOARD OF DIRECTORS' ATTENDANCE

January 1, 2020 - December 31, 2020

Director	Board Meetings	Audit Committee	Nominating Committee	Strategic Planning
Allan Hall, Chair	12/12			1/1
Tony DeVliegere, Vice-President	12/12	1/1		1/1
D'Arcy Barker, Secretary	10/12			1/1
Merrilea Price	10/12			1/1
Norval Lee	9/12			1/1
Sue Palmer	12/12	1/1		1/1
Kerrie Butler	2/3	1/1		
Quentin Derhak	11/12			1/1
Quinn Greavett	9/9			1/1
Don Huisman	9/9			



# Compass In Our Communities

**\$12,000.00**

In donations back to our communities

**723**

Hours of staff volunteerism



**Compass Credit Union Limited**  
**Summary Consolidated Financial Statements**  
*December 31, 2020*

## Report of the Independent Auditor on the Summary Consolidated Financial Statements

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To the Members of Compass Credit Union Limited:

### Opinion

The summary consolidated financial statements, which comprise the summary consolidated statement of financial position as at December 31, 2020, and the summary consolidated income statement, summary consolidated statements of changes in members' equity and cash flows for the year then ended, are derived from the audited consolidated financial statements of Compass Credit Union Limited (the "Credit Union") for the year ended December 31, 2020.

In our opinion, the accompanying summary consolidated financial statements are a fair summary of the audited consolidated financial statements of Compass Credit Union Limited.

### Report on Other Legal and Regulatory Requirements

As at December 31, 2020 the Credit Union met the capital and liquidity reserve requirements established by Sections 15, 21 and 21(1) of the Regulations to the Credit Unions and Caisses Populaires Act of Manitoba.

Readers of the summary consolidated financial statements are advised that in order to appropriately interpret the Credit Union's capital and liquidity reserve requirements, the reader must refer to the audited consolidated financial statements and notes for the year ended December 31, 2020.

### Summary Consolidated Financial Statements

The summary consolidated financial statements do not contain all the disclosures required by International Financial Reporting Standards. Reading the summary consolidated financial statements and the auditor's report thereon, therefore, is not a substitute for reading the audited consolidated financial statements and the auditor's report thereon.

### The Audited Consolidated Financial Statements and Our Report Thereon

We expressed an unmodified audit opinion on the audited consolidated financial statements in our report dated March 22, 2021.

### Management's Responsibility for the Summary Consolidated Financial Statements

Management is responsible for the preparation of the summary consolidated financial statements in accordance with International Financial Reporting Standards.

### Auditor's Responsibility

Our responsibility is to express an opinion on whether the summary consolidated financial statements are a fair summary of the audited consolidated financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standards (CAS) 810, Engagements to Report on Summary Financial Statements.

Brandon, Manitoba

March 22, 2021



Chartered Professional Accountants



**Compass Credit Union Limited**  
**Summary Consolidated Statement of Financial Position**  
*As at December 31, 2020*

	2020	2019
<b>Assets</b>		
Cash and cash equivalents	4,785,488	4,651,000
Accounts receivable	44,860	97,187
Investments and accrued interest	48,074,735	31,097,061
Members' loans receivable and accrued interest	157,233,711	154,156,594
Current tax receivable	35,639	17,335
Prepaid expenses	64,876	260,158
Property and equipment	1,591,412	1,597,172
Intangible assets and goodwill	1,343,356	1,343,356
	<b>213,174,077</b>	<b>193,219,863</b>
<b>Liabilities</b>		
Member deposits and accrued interest	197,255,329	177,275,479
Income taxes payable	-	126,883
Accounts payable	463,591	781,531
Deferred tax	137,000	137,000
	<b>197,855,920</b>	<b>178,320,893</b>
<b>Members' equity</b>		
Member shares	1,237,637	1,282,555
Retained earnings	10,352,205	9,888,100
Contributed surplus	3,728,315	3,728,315
	<b>15,318,157</b>	<b>14,898,970</b>
	<b>213,174,077</b>	<b>193,219,863</b>
<b>Approved on behalf of the Board</b>		
<u>Signed "Tony De Vliegere"</u> Director	<u>Signed "D'Arcy Barker"</u> Director	

**Compass Credit Union Limited**  
**Summary Consolidated Income Statement**  
*For the year ended December 31, 2020*

	2020	2019
<b>Interest income</b>		
Member loans	6,004,552	6,197,019
Investments	708,803	710,270
	<b>6,713,355</b>	6,907,289
<b>Interest expense</b>		
Deposits	2,914,043	2,955,885
Interest on borrowed money	90	-
	<b>2,914,133</b>	2,955,885
<b>Gross financial margin</b>	<b>3,799,222</b>	3,951,404
<b>Operating Expenses</b>		
Administration	1,022,221	1,094,020
Amortization	136,465	158,400
Member security	173,611	154,964
Occupancy	306,647	292,531
Organizational	121,595	140,501
Personnel	2,516,316	2,347,110
	<b>4,276,855</b>	4,187,526
<b>Net operating expenses</b>	<b>(477,633)</b>	(236,122)
<b>Other income</b>	<b>1,258,485</b>	1,233,673
<b>Income before provision for (recovery of) impaired loans and income taxes</b>	<b>780,852</b>	997,551
<b>Provision for (recovery of) impaired loans</b>	<b>140,695</b>	(35,112)
<b>Income before income taxes</b>	<b>640,157</b>	1,032,663
<b>Income taxes</b>		
Current	176,052	257,051
<b>Net income</b>	<b>464,105</b>	775,612
<b>Net income attributable to:</b>		
Members of the Credit Union	464,105	771,023
Non-controlling interest	-	4,589
	<b>464,105</b>	775,612

**Compass Credit Union Limited**  
**Summary Consolidated Statement of Changes in Members' Equity**  
*For the year ended December 31, 2020*

	<i>Member shares</i>	<i>Retained earnings</i>	<i>Contributed surplus</i>	<i>Attributable to members of the Credit Union</i>	<i>Non- controlling interest</i>	<i>Total equity</i>
<b>Balance December 31, 2018</b>	<b>1,429,327</b>	<b>9,117,077</b>	<b>3,728,315</b>	<b>14,274,719</b>	<b>27,592</b>	<b>14,302,311</b>
Net income	-	771,023	-	771,023	4,589	775,612
Acquired through business combination	-	-	-	-	(32,181)	(32,181)
Issuance of member shares	13,250	-	-	13,250	-	13,250
Redemption of member shares	(160,022)	-	-	(160,022)	-	(160,022)
<b>Balance December 31, 2019</b>	<b>1,282,555</b>	<b>9,888,100</b>	<b>3,728,315</b>	<b>14,898,970</b>	<b>-</b>	<b>14,898,970</b>
Net income	-	464,105	-	464,105	-	464,105
Issuance of member shares	3,045	-	-	3,045	-	3,045
Redemption of member shares	(47,963)	-	-	(47,963)	-	(47,963)
<b>Balance December 31, 2020</b>	<b>1,237,637</b>	<b>10,352,205</b>	<b>3,728,315</b>	<b>15,318,157</b>	<b>-</b>	<b>15,318,157</b>



**Compass Credit Union Limited**  
**Summary Consolidated Statement of Cash Flows**  
*For the year ended December 31, 2020*

	2020	2019
<b>Cash provided by (used for) the following activities</b>		
<b>Operating activities</b>		
Interest received from members' loans	5,902,759	6,138,793
Interest and dividends received from investments	746,054	683,820
Other income received	1,310,803	1,236,897
Cash paid to suppliers and employees	(4,360,578)	(3,916,882)
Interest paid on deposits	(3,010,276)	(2,668,254)
Interest paid on borrowed money	(90)	-
Income taxes paid	(263,700)	(177,848)
	<b>324,972</b>	<b>1,296,526</b>
<b>Financing activities</b>		
Net change in member deposits	20,076,083	11,675,138
Proceeds from issuance of member shares	3,045	7,285
Payments for redemption of member shares	(47,963)	(154,057)
	<b>20,031,165</b>	<b>11,528,366</b>
<b>Investing activities</b>		
Net change in members' loans receivable	(3,076,019)	2,649,682
Purchases of investments and accrued interest	(17,014,925)	(16,173,975)
Purchases of property and equipment	(130,705)	(43,695)
Purchases of intangible assets	-	(125,297)
	<b>(20,221,649)</b>	<b>(13,693,285)</b>
<b>Increase (decrease) in cash resources</b>	<b>134,488</b>	<b>(868,393)</b>
<b>Cash resources, beginning of year</b>	<b>4,651,000</b>	<b>5,519,393</b>
<b>Cash resources, end of year</b>	<b>4,785,488</b>	<b>4,651,000</b>



# COMPASS CREDIT UNION

Your financial guide.

## Services **AND MORE**

### Deposits

- Maximizer Chequing / Savings
- US \$ Chequing
- Golden Accounts
- Plan 24 – Daily Savings
- Regular Chequing
- RRSP; RRIF & RESP
- Special Savings
- Term Deposits
- Full-Package Service Plan
- Transaction 30 Service Plan
- Transaction 60 Service Plan
- Tax Free Savings Accounts
- Deposit Anywhere



### Loans

- Commercial Lines of Credit
- Commercial Loans
- Interim financing
- Mortgages
- Overdraft Protection
- Personal / Equity Lines of Credit
- Personal Loans
- Student Loans
- Mortgages of Lease
- E Signature
- Online Loan Application

### Other

- Automated Teller Machine- in Branch
- Automatic Transfers
- Commissioner for Oaths
- Credit Union MasterCard®
- Credential Securities®
- MemberDirect – internet banking
- Tap 'N' Go (Interac Flash)
- Direct Payroll / Pension Deposits
- Electronic Statements
- Extended Hours of Operation
- Insurance: Travel, Home , Life, Mortgage, Disability & Critical Illness
- MemberCard® Debit Card
- Mobile Banking
- Money Orders & Drafts
- Mutual Funds
- Night Depository
- Interac E-Transfers
- Qtrade® Investor Brokerage Service
- Safety Deposit Boxes / Safe Keeping
- Utility Bill Payments & Transfers by Phone & Internet
- Website – [www.compasscu.ca](http://www.compasscu.ca)