



Message from the Chief Executive Officer

Member Bulletin
Caisse Financial Group
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Français au verso

Dear members of Caisse Financial Group,

As our fiscal year comes to an end on September 30, 2019, I thought it would be a great opportunity to share some of our 2018-2019 highlights.

Our year in review

Online Security

The subject of online security has been a hot topic over the past year. To that end, you may have noticed some new or enhanced security features when logging into your e-Caisse account. As you know, providing peace of mind to our members by ensuring their information is secure is of critical importance to us. Improvements have been made to our security infrastructure and login procedures to allow us to better protect your information. Visit our website to learn more about online security best practices and the steps you can take to protect your information: Caisse.biz/en/security

Mobile App

In June 2019, we launched our mobile app. In the few short months since the launch, over 3,000 members have downloaded it. No matter where you are, you can access everyday banking, deposit a cheque, pay a bill or transfer funds. To download the app, visit your favorite app store or visit our website: Caisse.biz/en/mobileservices

Member Appreciation Day

On August 22nd, we launched our very first member appreciation day. Our objective was to give our staff an opportunity to connect with our members and let you know how much we appreciate your business. Our 19 branches throughout the province served over 1,500 participants, offering a variety of treats, whether it was hotdogs, ice cream or cake. Due to the resounding success, we'll be repeating the experience next year.



Community Support

We've committed to support projects, initiatives, bursaries and events that benefit our local communities. Last year, we distributed over \$200,000 in our communities and this year we're on track to do the same. We're there to support projects that celebrate your community pride and culture, your green initiatives and your events that build strong and vibrant communities. To learn more about our sponsorship programs, visit our website: Caisse.biz/en/community

Financial Literacy

We continue to partner with the Economic Development Council for Manitoba Bilingual Municipalities (CEM) in their financial literacy and entrepreneurship programs. These programs are important because they equip students with the knowledge and skills they need to manage money effectively. Last year, 3,143 students participated in the various programs. New this year, we're also teaming with l'Accueil francophone to teach financial literacy to newcomers to Canada.

Looking ahead

In 2019-2020, we'll be rolling out a series of special offers and contests. Additionally, our website will be getting a new user-friendly look. Don't forget to follow us on social media and visit our website to be the first in the know about all our offers and initiatives: Caisse.biz

We sincerely thank you for choosing Caisse as your financial institution. Our entire team is pleased to serve you.

Joël Rondeau
Chief Executive Office



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