

THE FRONT LINE

FIRSTONTARIO OFFICIALLY WELCOMES NEW CHIEF EXECUTIVE OFFICER



FirstOntario is happy to share some great news as we announce our newly appointed Chief Executive Officer, Lloyd Smith. Following the retirement of former President and CEO Kelly McGiffin, the Board of Directors named Lloyd as his successor in June.

His appointment comes as part of a natural evolution, as Lloyd has been a proven leader and strategic innovator at FirstOntario for close to 30 years. While his most recent roles include chief operating officer, divisional CEO and interim CEO, Lloyd is looking forward to

steering our credit union and continuing on the success that our organization has been building on for more than 80 years.

“I’m very excited about the future of FirstOntario – I know what this credit union means to our membership” said Lloyd.

“I’m so appreciative of the fact I’ve got such a great employee workforce behind me every step of the way. We’re going to take this journey together over the next several years.”

Lloyd’s proven vision will continue to support FirstOntario’s commitment to being more than a financial institution and providing an innovative and ideal banking experience that supports all of our Member’s needs. He is a firm believer in the credit union system, being accountable to our Members and the importance of giving back to our communities.

Lloyd is an active [Blue Wave volunteer](#) so you may run into him at an event near you – so be sure you say hello!

A NOTE FROM OUR CHAIR



In this our 80th year, I would like to share a little history of your credit union. During the winter of 1939, a payroll clerk and two electricians at the Steel Company of Canada in Hamilton found themselves inspired by stories of several banking cooperatives that had recently organized downtown. Fred Bray, Aubrey Dalglish, and Norman Cronk, became fascinated by the idea of launching such a credit union for the employees of Stelco, so they began their research to make such a venture reality.

After two months of preparation, The Stelco Employees Credit Union Limited (Hamilton Works) opened for business on July 10, 1939. The 26 founding Members were served from a single desk in the former time office, where steelworkers would log their hours, above the First Aid facility in the Stelco Steel Mill. The total assets were \$54.45. It was a time of excitement, collaboration, and progress.

As we celebrate FirstOntario's 80th anniversary, we recognize a lot has happened since our humble beginnings. Over these 80 years, we have grown to become one of the largest credit unions in Ontario, with 31 branches across four regions, more than 540 employees and over \$5.6 billion in assets. While our growth is commendable, the real reason for celebration is that after 80 years, we remain a member-owned credit union that continues to offer our Members the products and services they need to achieve their goals. In 1939, Fred, Aubrey, and Norman knew they could achieve more through financial cooperation than they could individually. We still believe that today. Celebrating our anniversary means we are celebrating 80 years of helping our Members buy their homes, pay for school, open their own businesses, and afford retirement. So happy 80th anniversary everyone! We did this together.

As always, I'd like to hear from you, owner to owner – about anything; where we did well, where we stumbled, or just to say hello. Please feel free to email me at Chair@FirstOntario.com.

CAREY SMITH
Chair, Board of Directors

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JOIN US ON CREDIT UNION DAY

Stop by your branch on October 17 – *International Credit Union Day* – and enjoy some treats on us! It's an extra-special day as we continue to recognize and celebrate 80 years of serving our Members at FirstOntario.

STUDENT LEADERS RECOGNIZED

FirstOntario offers [annual education awards](#) valued at \$1,000 each to student leaders who embrace community engagement. Congratulations to Kavisha Barran, Mia Di Pasquale, Kaitlyn Johnson, Aliyah King, Luis Melendez, Lauren Mitchell and Sabrina Turnpenny – good luck to all of you in your studies!



UPCOMING HOLIDAY CLOSURES

Our branches, Member Solutions Centre and Personal Assisted Teller (PAT) machines will be closed on the following days.

Thanksgiving	Saturday, October 12 & Monday, October 14
Remembrance Day	Monday, November 11
Christmas Eve	Tuesday, December 24 (closed at 1 p.m.)
Christmas Day	Wednesday, December 25
Boxing Day	Thursday, December 26
New Year's Eve	Tuesday, December 31 (closed at 1 p.m.)
New Year's Day	Wednesday, January 1

Your U.S. savings can only grow from here.



1.50% U.S. DOLLAR SAVINGS ACCOUNT

FirstOntario.com/USavings

DEPOSIT CHEQUES FROM HOME

[Deposit a cheque](#) in minutes by using your smart phone! If you haven't already, download our mobile banking app through the App Store or Google PLAY. The rest takes no time at all. Take a picture of the front and back of your cheque, enter your account and the amount of your deposit and after a few taps – the money will be deposited into your account. This service is free, easy-to-use and secure. Keep your cheque in a safe spot just in case we need it for verification, and after 120 days you can shred it! No need to head to a branch or ATM when you can make a deposit from the comfort of your living room.



JOIN OUR TEAM

Exclusive benefits with your FirstOntario Ticats Debit Card

- ✓ Save 10% on purchases at the Ticats Shop when you use your card
- ✓ First-in-line VIP access when you show your card at Gate 2
- ✓ Pre-game sideline field access when you show your card
- ✓ Access to exclusive contests and prizes



LEARN MORE AT
FirstOntario.com/DebitCard

GET A FRESH PERSPECTIVE WITH FIRSTONTARIO WEALTH ADVISORS

Did you know FirstOntario offers a variety of investment options beyond GICs and term deposits? We have a great team of highly qualified and experienced wealth advisors who can design a customized plan to meet your financial needs, answer questions and help you make informed decisions. Our planning services are offered at no cost or obligation as this is one of the many benefits of FirstOntario membership.

To book an appointment with a qualified advisor at a time and a place that's convenient for you, contact us directly at Investments@FirstOntario.com or 1-800-616-8878 ext 1700.



MAKE THE MOST OF DIGITAL CHANNELS AND CONVENIENCE BANKING

Canadians are taking advantage of and embracing new technology. FirstOntario Members benefit from digital channels by moving money with Interac e-Transfer®, paying bills online and viewing their eStatements and account history in just a few quick clicks. Members also have the option to deposit cheques using a smartphone with [Deposit Anywhere™](#) and they can switch over automated payments and direct deposits from accounts at other financial institutions to FirstOntario using [ClickSWITCH](#).

According to the Canadian Bankers Association's *How Canadians Bank* poll, 76% of Canadians use digital channels to conduct most of their banking transactions and 88% used online banking last year. At FirstOntario, you have options when it comes to how you want to manage your money and there's always a branch to welcome you. You can also do your banking from the comfort of your living room, home office or on your smartphone – it's quick and secure. Take a look and see what's happening when it comes to Canadians and [convenience banking](#).

CONVENIENCE THROUGH TECHNOLOGY

91%

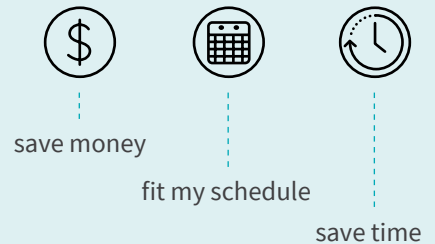


91 % of Canadians believe new technologies have made banking a lot more convenient.

seventy six %



76 % of Canadians use digital channels to conduct most of their banking transactions (53% online and 23% app).



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Top benefits of new banking technology.

ONLINE BANKING IS THE MOST COMMON WAY CANADIANS BANK



88%

The majority of Canadians used online banking in the last year.

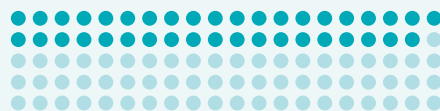


65%

65% were "very satisfied" with online banking.



thirty nine%



39% of Canadians are planning to increase their use of online banking.



The average Canadian visits their bank's website three times as often as they do their branch.