



## Ailsa Craig branch moves to new building Grand Opening – January 12, 2010

Everyone in the community of Ailsa Craig is invited to the Grand Opening of our new branch. With more room and updated facilities, Ailsa Craig members are enjoying banking with their local credit union even more.

"We are very pleased to be able to move our Ailsa Craig branch to this updated, lovely building," says Janet Grantham, Sydenham's CEO. "Our Ailsa Craig members are very loyal and we know they will enjoy doing their banking in this renovated space. It's easier to access for everyone."



*Ailsa Craig Branch Manager Sharon Bax enjoying her new office.*



On January 12, 2010, at 5 p.m. there will be ribbon cutting at the new building. Everyone in the community of Ailsa Craig is welcome to enjoy refreshments from 5 to 7 p.m. Hope to see you there!

## New chip technology in Member and credit cards will help fight fraud



Keeping your money secure is a top priority for Sydenham, so we are pleased that in 2010 we will be introducing a new Member Card that features chip technology. The small microchip added to your Member Card will provide increased protection against counterfeiting, identity theft

and fraud because the information contained in the "chip" is nearly impossible to copy.

This new microchip performs many functions, including card authentication, PIN verification, and information storage, all in a highly secure environment.



### How do I use a Chip Card?

As with your present Member Card you will choose a Personal Identification Number (PIN) that you will use every time you use your debit card. A few days before your new card arrives you will receive a letter in the mail with a PIN assigned to you. You can use the PIN assigned or visit a Sydenham branch and change your PIN.

Sydenham Member Cards with chip technology will begin to be issued in early 2010. It may take a few years before everyone receives their new card.

A PIN will also be necessary to use your new credit union MasterCard. Credit union MasterCards are already being distributed with chip technology.

Cards will continue to have a magnetic stripe with information that will allow them to be used in machines that have not yet been converted to chip technology, or in locations such as the United States that have not made the transition.

### Members please note:

Updated Member Account Agreements are available in branches and on the website. Please review these Agreements as they contain new Terms and Conditions.

# All Sydenham members are welcome!

## Sydenham Community Credit Union 53<sup>rd</sup> Annual General Meeting

Date: **Wednesday, April 7, 2010**  
Time: **6:15 pm - Social, 7:00 pm - General Meeting**  
Place: **Strathroy Seniors Centre**  
137 Frank St., Strathroy

A complete set of new bylaws that are important to members will be presented for approval. Please attend and take part in the vote to accept/decline these bylaws.

An election will be held to fill three Director positions on Sydenham's Board of Directors. As per our by-laws, advance nominations for election to the Board will be received from our membership from December 17, 2009 – February 15, 2010.

### Interested in becoming a Director?

For information on running for the Board, contact a staff member at your nearest Sydenham branch.

### Join us!

Find out how your credit union is succeeding.

## Donation to Children's Hospital

Sydenham was pleased to present a cheque for \$3,577.96 to Children's Health Foundation. The money was raised through various barbecues, draws and dress-down days held at all Sydenham branches. Here, Heather Spencer receives the cheque from Sydenham's Amy Mendonca and Alicia Wigle.



## E-news Contest Winners



Thanks to the hundreds of people who sent in their email address so they could receive the new Sydenham electronic newsletter, better known as E-news.

Winners of the cash prize draws were:

- 1st Prize: \$300 – K. Emmerton
- 2nd Prize: \$150 – C. McLellan
- 3rd Prize: \$ 50 – R. Campbell

To sign up for E-news, visit [www.sydenhamccu.ca](http://www.sydenhamccu.ca).

## New people leading Lambeth branch

Sydenham is happy to welcome Ken Jeffries as the new Branch Manager in Lambeth. Ken comes to us with many years of experience in the financial industry.



Please also welcome our new Financial Services Officer, Jenn McQueen. Jenn moved to the Lambeth Branch from Strathroy and has been with the credit union for almost two years.

Drop in for a visit!  
Ken and Jenn would be happy to meet with you.

## Be aware of possible email fraud

While we don't believe it has impacted our members directly it has been reported that there is an increase in attempts to obtain personal banking information via e-mail. **Please note that no Sydenham staff would ever contact you by email and ask for private information. Never share this information over the phone or email if you have not called the credit union directly yourself.**

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