

Frequently Asked Questions (FAQ's)

The Board

Who are the current Board of Directors?

You can see our current Board of Directors at [connectFirst - About us | connectFirst Credit Union \(connectfirstcu.com\)](https://connectfirstcu.com)

What do the Board of Directors do?

Our Board of Directors provides strategic governance oversight for the Credit Union. They are responsible for establishing policy and direction in accordance with associated Bylaws and the Alberta Credit Union Act. They shape a lot of things, including helping to guide Connect First Credit Union's Strategic Direction and measures of corporate success. Overall, their role is to make sure the Credit Union is being run effectively and reflects the interests of our members, employees and communities.

What skills are we looking for in new Board Directors/what is the role profile?

This year, we welcomed applications from individuals with an understanding of board governance along with demonstrated core competency and specialty skills and expertise. Specifically, we were seeking expertise in the following:

- Digital
- Entrepreneurial Leadership

How many seats are we electing this year?

We currently have 4 seats to recruit for on our Board. We have 12 seats on our Board of Directors. You can find about more about our elections process of our board at: connectfirstcu.com/directorelections

Endorsement

What does 'endorsed' mean?

The purpose behind using governance practices such as endorsement is to provide members with assurance that a candidate's values, interests, experience and qualifications are those that would enhance the boards' current composition.

Members applying to join our board go through a rigorous due diligence process. This involves an interview with all candidates to gather consistent data and to objectively assess (using a scoring matrix) how candidates meet, or do not meet, the published recruitment criteria. The outcome of this

is a decision regarding endorsement. An external consultant is engaged to support the integrity and objectivity of this process.

Essentially endorsed means “recommended to the membership for consideration” because they possess the required skills, experience and professional expertise that would strengthen the board and align with the published recruitment criteria.

Candidates

How do I find out more about the candidates?

Candidate profiles are available at connectfirstcu.com/directorelections

How did we get this list of candidates?

Back in September, we held an open call for candidates from qualified members of connectFirst Credit Union. Applications were reviewed, and interviews were held. After interviews and a rigorous due diligence process was conducted by the Committee, successful candidates made the shortlist.

Why are the candidates ordered in this way?

To ensure fair and equitable representation across candidates, we asked our Internal Auditor to randomly select shortlisted candidate names using a virtual random name picker to determine the order the candidates would be displayed in our branches and on connectfirstcu.com/directorelections. During voting, the order candidates appear in will randomize at each individual user login.

Voting

How do I vote?

From January 23rd to March 5th, 2023, click on the VOTE button available on our website connectfirstcu.com/directorelections.

You will be directed to our voting login page and asked to enter specific information to login. Once verified, you will have the opportunity to select up to 4 of the 6 candidates and submit your vote.

Can I vote in branch?

Voting takes place online only. If you do not have access to a desktop or laptop computer, or mobile device, please visit one of our branch locations for assistance.

Our employees can assist you by allowing you use of one of our in branch computers to visit the website, login and vote. While our employees are happy to assist in making sure you are entering the correct member number or debit card number to login, members are not able to ask employees to vote on their behalf or provide guidance on who to vote for.

NEW VISA/Debit Cards

As part of the log in process, you will be asked to enter your member number OR your debit card number. Some of our members will have recently received a new connectFirst Visa/Debit Card with a 16-digit number on the backside. If you have activated your new Visa/Debit Card, please use the new 16-digit card number; otherwise, your existing Membercard (debit card) has a 19-digit number embossed on the front side of the card to be used as your identity verification on the voting login form.

How do I find my Member Number?

All members with digital banking access (either online through a computer / tablet or connectFirst's Apple or Android mobile app) can find their member number. Login and select any of your connectFirst chequing or savings or loan accounts from the 'View Accounts' or 'Accounts List', then click on the 'Detail' or 'Accounts Details' for that account. Toward the bottom of the list of account details, you will see your Member Number (a 4–7-digit number) displayed.

What information will I need to be able to vote?

Retail/Personal Members

You will need to enter 4 pieces of information into the login form: (Information entered must match what is on your member statement.)

1. First Name
2. Last Name
3. Postal Code
4. Debit Card Number (19 digits) OR Visa/Debit Card Number (16 digits) OR Member Number (4-7 digits)

Business/Organization Members

You will need to enter 3 pieces of information into the login form: (Information entered must match what is on the member statement.)

1. Business or Organization Name
2. Postal Code
3. Chequing or Savings Account Number (last 6 digits only) OR Business/Organization Member Number (4-7 digits)

How long is the voting period?

Voting will be available online between 8:30am MST on January 23 to March 5, 2023 at 11:59pm MST.

When will we announce the results?

Director Election results will be announced at connectFirst Credit Union's Annual General Meeting on Wednesday, March 15, 2023.

Who should I contact if I have questions?

Members may email boardelections@connectfirstcu.com.