



— *Serving People with People Since 1939*

2013 Annual Report





AGENDA

24th Annual Meeting of



JANUARY 21, 2014 • 7:30 P.M.

Registration

- Call To Order By Chairperson
- Report On Registration Of Members
- Appointment Of Recording Secretary

Service Awards

Business Meetings

1. Minutes Of The 23rd Annual Meeting
2. Report Of The Board Of Directors And The Chief Executive Officer
3. Report Of The Loan Officer
4. Report Of The Audit Committee
5. Report of the Auditors

New Business

1. Appointment Of The Auditors
2. Elections

Other Business

Teri Thomas-Vanos - Executive Director, Sarnia-Lambton Rebound

Adjournment

(Coffee & Desserts will be available after the adjournment of the Annual Meeting)

2012-2013 Board of Directors

Rick Rule	2013	Bruce Fisher	2014	Bruce Hyde	2015
Lorne Johnson	2013	Joe Hill	2014	Lindsay Shaw	2015
Bill Hoad	2013	Don Godfrey	2014		
Dan O'Neil	2013				

23RD ANNUAL MEETING MINUTES

January 22, 2013



The 23rd Annual Meeting of Southwest Regional Credit Union Ltd. was held at the Royal Canadian Legion – Branch 62, 286 Front Street North, Sarnia, Ontario on January 22, 2013.

The meeting was called to order at 7:32 p.m.

Chair, Rick Rule welcomed members of Southwest Regional Credit Union Ltd. and guests; Laura Poland of Collins Barrow Chartered Accountants; Wayne Shipley – Solicitor of George, Murray, Shipley & Bell law firm; John Hutton of Deposit Insurance Corporation of Ontario; Rod McLean and Bill Currie of Scotia McLeod; Mauro Ricordi – CEO, Thamesville Community Credit Union; Rob McNaughton – Audit Committee Chair – Thamesville Community Credit Union; Rory Ring – President, Sarnia-Lambton Chamber of Commerce; Carmen McGregor – President, Wallaceburg and District Chamber of Commerce and Jim Foubister – Past President of Southwest Regional Credit Union.

Rick Rule passed on regrets from Dorothy Watson – Central 1; Bill Loucks of Collins Barrow Chartered Accountants; D'Arcy Bell – Solicitor of George, Murray, Shipley & Bell law firm; Paul Hogg and Denise Milan – Credit Union Insurance Services; Charlotte Porter and Rick Moeskops – CGI; Debra Snowball – Gunnebo; Ryan Webster – Scotia McLeod; Bill Baldock – Past President of Southwest Regional Credit Union; Dale Steeves – Past General Manager of Southwest Regional Credit Union; Tony Doucette – Past General Manager of Southwest Regional Credit Union; Shirley Eyre – Past General Manager of Southwest Regional Credit Union; Lea Barker of Pembrand; Bob Pollard of Elcon Engineering and David Pollard and Jim Pollard of Elric General Contractors.

Chair Rick Rule acknowledged the Board of Directors for 2011 – 2012: Bruce Hyde – Board Member; Dan O'Neil – Board Member and Personnel Committee Chairman; Lindsay Shaw – Board Member and Property/Premise Committee Chairman; Lorne Johnson – Board Member and Marketing/Nomination Committee Chairman; Bill Hoad – Board Member and Future Direction Committee Chairman; Bruce Fisher – Board Member, CEO Evaluation Committee Chairman and Board Vice Chair; Joe Hill – Board Member; Don Godfrey – Board Member and Audit Committee Chairman. Rick Rule introduced himself as Board Chair.

Rick Rule asked Mr. Secretary, Tony Gioiosa if a quorum was present. Tony Gioiosa responded yes, there are 49 members and 10 guests present.

It was moved by Mary Heyblom and seconded by Jennifer Hanly to appoint Liz Thompson the Recording Secretary of the 23rd Annual Meeting of Southwest Regional Credit Union Ltd. Motion Carried.

Chair Rick Rule recognized and presented awards to the following staff for their service to the credit union:

Twenty-five (25) years of service:	Sherry VanBilsen
Twenty-five (25) years of service:	Susan Smith (Absent)
Five (5) years of service:	Gary Fuoco
Five (5) years of service:	Cathy VanBunderen

There was one board member service award:

Two (2) terms of service:	Dan O'Neil
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Business Meeting

It was moved by Bruce Fisher and seconded by Joe Hill to accept the Minutes of the 22nd Annual Meeting as presented. Motion Carried.

Tony Gioiosa presented the Report of the Board of Directors and CEO. Mr. Gioiosa stated that despite a challenging environment over the past year, we were able to produce solid bottom-line performance for the benefit of the Credit Union and its members. We were able to grow the lending portfolio in excess of \$92 million and income surpassed original forecasts. As a result of our strong financial performance, we were also able to add to our capital reserves. Total reserves are now in excess of \$16 million, or 12% of our total assets. This year we were able to return \$326,000 in profits to our membership. Mr. Gioiosa advised that we were able to declare a 1.50% dividend on Dividend Term Deposit balances. Lending interest rebates to our personal borrowing members totaled 4.00% on personal loans and 1.50% on personal mortgages. Commercial borrowing members received a 1.00% rebate while agricultural members received a 4.00% rebate. In spite of the poor economy, Southwest was able to offer a special 1.99% 5-year mortgage product which resulted in an overwhelming response from both new and existing members. Tony Gioiosa moved for acceptance of The Report of the Board of Directors and CEO as presented and Bill Hoad seconded. Motion Carried.

The Report of the Loan Officer was presented by Gary Fuoco. Mr. Fuoco reported economic conditions continue to be a challenge. Interest rates remained very low throughout the year resulting in fierce competition in the banking sector. Consumer debt has reached record levels and in order to control consumer spending, the Finance Minister made drastic changes to the Canadian Insured Mortgage Program in 2012. This should slow the housing market and reduce consumers ability to refinance their debts which is bound to reduce lending activity for a financial institution. Gary Fuoco moved for acceptance of the Report of the Loan Officer and Joe Hill seconded. Motion Carried.

Don Godfrey presented the Report of the Audit Committee. Mr. Godfrey explained the committee's function in the credit union. The committee met quarterly in camera with the Accounting Manager and Accounting Assistant to review work completed by Management, Staff and External Auditors. The committee worked closely with the Accounting Manager to review internal controls, accounting policies, reporting procedures and audited financial statements. The Audit Committee reported there were no significant recommendations or outstanding issues to report to the membership. Don Godfrey moved for acceptance of the Report of the Audit Committee and Jim Foubister seconded. Motion Carried.

Rick Rule called on Collins Barrow to give The Report of the Auditors. Laura Poland gave the Auditor's presentation to the membership. She stated that the audit was conducted in accordance to the Canadian Auditing Standards. A summarized audit report was provided to the membership with a full report available at each branch. Assets reached \$134,135,362 compared to \$131,883,351 in 2011. Laura indicated that the Credit Unions' revenue and expenses were consistent with the previous year. There was also a significant increase in agricultural loans and a slight decrease in personal loans. She also commented that Southwest remains very well capitalized. The Report of the Auditors was moved for acceptance by Lindsay Shaw and seconded by Lorne Johnson. Motion Carried.

New Business

APPOINTMENT OF THE AUDITORS:

Rick Rule requested on behalf of the Board, a motion to appoint Collins Barrow Chartered Accountants as the credit union auditors for the fiscal year November 1, 2012 to October 31, 2013. The motion was moved by Joe Hill and seconded by Lindsay Shaw. Motion Carried.

ELECTIONS:

Rick Rule called on Wayne Shipley to chair the elections. Mr. Shipley explained the procedure and announced three positions available due to the expiration of terms of Bruce Hyde, Dan O'Neil and

23RD ANNUAL MEETING MINUTES...Cont'd

January 22, 2013

Lindsay Shaw. The secretary posted the "Call for Nominations to the Board of Directors" from November 26, 2012 to December 31, 2012 at 4:00 p.m. Two of the three have chosen to re-run for the Board of Directors. The secretary, Tony Gioiosa reported that no names were received from the Call for Nominations. The nominating committee submitted the names of Bruce Hyde and Lindsay Shaw. Wayne Shipley cast a single ballot to elect the two by acclamation. Mr. Shipley explained that in accordance with the by-laws of Southwest Regional Credit Union, Bruce Hyde and Lindsay Shaw are elected to a three-year term by acclamation. The Board will now move forward with appointing a third candidate. Nominations for the vacant position will be accepted at the 2014 Annual General Meeting. President Rick Rule thanked Mr. Shipley for chairing the elections.

Bylaw Changes/Amendments: Nil

Other Business

Rick Rule asked the membership if there were any other items, which needed to be discussed. Rory Ring, President, Sarnia-Lambton Chamber of Commerce and Carmen McGregor – President, Wallaceburg and District Chamber of Commerce spoke to the membership and guests in attendance. Rick Rule thanked staff for their help in coordinating the Annual Meeting. Several door prizes were drawn: door prize winners were Ashley Rusticus – Restaurant Gift Card compliments of CUMIS Insurance, Joe Hill – Sarnia Sting tickets compliments of Southwest Regional Credit Union, Brenda Drouillard – Restaurant Gift Card compliments of CUMIS Insurance, Deb McLachlin – Sarnia Legionnaire tickets compliments of Southwest Regional Credit Union Ltd., Mary Heyblom – iPad holder compliments of Pembrand, Gina Savo – Two tumblers compliments of Pembrand; Gary Fuoco – Binder Portfolio compliments of CGI, Gerry Flynn – Theatre Tickets compliments of Imperial Theatre Sarnia; Jim Foubister – Women's Jacket compliments of CUMIS, Ken Ritchie – Men's Jacket compliments of CUMIS. Rick Rule invited everyone to stay for dessert and coffee.

Adjournment

Jim Foubister moved for adjournment of the 23rd Annual Meeting of Southwest Regional Credit Union Ltd. and Lorne Johnson seconded at 8:48 p.m. Motion Carried.

Chair of the Board of Directors

Secretary to the Board of Directors

REPORT OF THE BOARD OF DIRECTORS & CHIEF EXECUTIVE OFFICER

January 21, 2014

Unstable financial conditions were a constant reminder of market volatility this past year, as interest rates remained at an all-time low. As with other financial institutions, here at Southwest Regional Credit Union, we remained focused on the needs of our members and continued to provide our membership with the products and services they needed to plan for their financial futures.

That being said, we're happy to report that Southwest Regional Credit Union has had a very successful year, even despite fierce competition and increased regulatory pressures. Our loan portfolio now exceeds \$100 million and the credit union remains profitable with margin and capital levels that exceed many of our peers.

Southwest Regional Credit Union proudly launched a number of new products into the marketplace this year, including our new Milestone Account and Destination Term Deposit program. What's more, unprecedented growth in our member Mutual Fund holdings helped open the door to new investing and financial planning opportunities for many longtime members.

Dedicated focus from our management team and Board of Directors has once again paid off, this time to the tune of approximately \$200,000 in loan rebates and dividend payments – nearly 20 percent of our pre-tax net income. Board approval included:

• Dividend Savings	1.00%
• Dividend Term	1.25%
• Personal Loans	3.00%
• Lambton Line II	0.40%
• Personal Mortgages	1.00%
• Commercial Mortgages	0.50%

While we're always excited to see dollar returns, a great many of our achievements over the past year can't be measured in checks and balances. The addition of two new staff members, as well as a renewed focus on sales and service made it easier for us to meet the changing needs of our members throughout 2013. Furthermore, the introduction of new e-technologies and social media outreach tools, including a Facebook page, e-transfers, mobile banking and our improved Member Direct website, have helped propel our organization further into the digital marketplace.

We're happy to report that a number of new projects were completed in 2013. These include the implementation of our new Memberdirect Integrated online banking experience and participation in the National ATM Accessibility Project, which will enable our members to use any credit union ATM in the country, free of charge.

Finally, our commitment to community initiatives remained strong thanks to newly formed partnerships with the Rebound and Pathways programs in Sarnia-Lambton. Southwest Regional Credit Union also introduced a new bursary program in 2013 that will provide financial assistance to several local post-secondary students each year. Please check our website for the Bursary Eligibility Rules.

While we don't foresee a great many changes on the horizon for 2014, our team continues to monitor



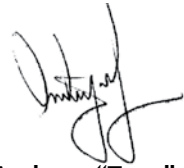
regulatory pressures and economic fluctuations in order to remain a competitive market contender. We're also looking forward to a number of new initiatives in the coming months, including enhancements to the Exmouth Branch, additional computer network upgrades and celebrating the 75th anniversary of the credit union.

We thank you for your support in 2013 and look forward to another successful and profitable year heading into 2014.

Respectfully yours,



Richard R. Rule,
Board Chair



Anthony "Tony" Gioiosa
Chief Executive Officer



REPORT OF THE LOAN OFFICER

January 21, 2014

On behalf of our loan department, I will report the activity experienced throughout the year.

Once again the year started with expectations of doom and gloom for the financial markets, there was concerns about the U.S. Fiscal Cliff, consumer debt continue to grow at an alarming rate and there was an indication we were heading into another recession. Even though most of the concerns from the beginning of the year didn't transpire as predicted, economists still fear that we are dealing with a troubled economy, nationally and globally. Moving into 2014 we see a small light at the end of the tunnel but it takes one change in the global market to extinguish that light.

2012/2013 turned out to be a good year for your Credit Union's loan department even with all the negative expectations that was forecasted. Our Retail Portfolio grew by 5.18% and our Commercial and Agricultural portfolio saw an increase of 18.74%, combined we grew 8.8% from previous year.

Your loan department processed 464 loan applications, rejecting and deferring 184 requests and making 280 new loans for \$2,560,302 new money. The number of loans outstanding at year-end was 421 for \$4,854,618, an increase of \$21,835. The number of lines of credit outstanding at year-end was 2052 for \$28,598,756 a decrease of (\$291,694). The authorized amount that could be utilized is \$26,680,454. The net decrease for the year was (\$269,859).

Your loan department processed 165 mortgage applications, rejecting and deferring 76 and booking 89 new mortgages for \$15,797,094. The volume outstanding at year-end was 501 mortgages for \$66,706,009. The net increase was \$8,396,178.

Staff maintained tight control of delinquent loans. At year-end the Credit Union had two (2) delinquent mortgage accounts for \$150,820 with probable loss of \$10,000. Total charge-off for 2012/2013 was seven (7) accounts for \$18,305.86. Bad Debt collections for the year totaled \$3,214.07. Your credit union maintains adequate allowance for future loss exposure.

The following is a breakdown of the distribution of loans by purpose:

2012-2013 Lending Activity	Increase (Decrease)
Personal Loans	(\$6,134.60)
Lines of Credit	(\$67,458.90)
Lambton Line II (Secured Lines of Credit)	(\$917,901.80)
Residential Mortgages	\$3,401,275.92
Commercial and Agricultural Loans	\$27,969.73
Commercial and Agricultural Lines of Credit	\$693,667.74
Commercial and Agricultural Mortgages	\$4,994,902.02
TOTAL	\$8,126,320.11

Respectfully submitted,

Gary Fuoco

Director of Sales & Service



REPORT OF THE AUDIT COMMITTEE

January 21, 2014

Your Credit Union Audit Committee consists of three members from the Credit Union Board of Directors pursuant to Section 125, Bill 134, Credit Union and Caisses Populaires Act, 1994.

Our mandate is to play a liaison role between Management, Board and External Auditors. We maintain a critical review of the Credit Union functions and take appropriate action as mandated by the Act and the Regulations. Our role should be perceived as a deterrent function and ensure fair reporting to the membership.

The committee met quarterly in camera with only the Accounting Manager and the Accounting Assistant to review work completed by Management, Staff and the External Auditors. We work closely with the Accounting Manager to review internal controls, accounting policies, reporting procedures and audited financial statements. We also review directives and examine reports from the Insurer and the Ministry of Finance.

The committee receives full cooperation and support from Management to enable it to play an effective role in improving the quality of financial reporting to members and enhancing the overall control structure of Southwest Regional Credit Union.

The committee wishes to advise the membership that Southwest, through its solicitors, filed a Statement of Claim earlier in the year against its former auditors, Hume, Mayer & McDonough LLP, for not claiming tax credits the Credit Union would have been entitled to under section 137 of the Income Tax Act (the "Federal Act") and section 51 of the Corporations Tax Act (the "Provincial Act") for the 2001 - 2010 taxation years. A Statement of Defense has been received from the solicitors acting on behalf of the LLP's insurer. The committee supports Southwest's intent to pursue the matter.

The Audit Committee is pleased to report no significant recommendations not implemented and there are no outstanding issues to be reported to the membership or any further matters which are required to be disclosed pursuant to the Act.



Respectfully submitted,

A handwritten signature in black ink that reads "Lorne Johnson". The signature is written in a cursive, flowing style.

Lorne Johnson
Audit Committee Chairman

8 HELPING YOUTH THRIVE

Sarnia-Lambton Rebound January 21, 2014

It's tough being a teenager in today's day and age. The transition from child to adult is filled with pressures, temptations and tough decisions. Make one wrong choice and you could find yourself traveling a dark and dangerous road. Sarnia-Lambton Rebound is a non-profit program designed to provide these troubled youths and their families with the support and tools they need to face daily challenges with confidence and courage on their developmental journey.

Rebound's prevention and early intervention programs support youths between the ages of 8 and 24 with a variety of social, emotional and mental health issues. A foundational pillar of the Sarnia-Lambton community for 30 years, Rebound recognizes both the challenges and opportunities that teenagers face. By focusing on delivering life and social skill programs to at-risk youths, Rebound helps teenagers who are in trouble with the law, experiencing conflict at home, or at risk of substance abuse. Youth-focused and current, Rebound provides teens and preteens with the skills, tools and resources required to overcome adverse situations.

Accolades

- National standards accreditation from Imagine Canada for excellence in the areas of board governance, financial accountability and transparency, ethical fundraising, staff management and volunteer involvement
- Top Pick 2013 by Charity Intelligence for excellent standards in the areas of efficiency and transparency
- Recognized as one of "Eight charities that deserve your cheer" in 2013 by The Globe & Mail

Last year, Southwest Regional Credit Union played an instrumental role in bringing this nationally acclaimed and accredited support program to the community of Wallaceburg. Thanks to the support of its members and the success of its 2013 BBQ Tour, Southwest was able to raise more than \$11,000 that was donated to local organizations, including Rebound Sarnia-Lambton. All proceeds raised at the Wallaceburg BBQ, combined with resources from the Community Reinvestment Fund administered by the Credit Union's Board of Directors, were further used to establish a local chapter of Rebound Sarnia-Lambton's THRIVE program.

A resiliency-based, strengths focused program, THRIVE utilizes staff and volunteers to deliver a 10 week program to 12-14 year olds in the Wallaceburg community. Youth at this developmental stage are at the transitional period of entering high school and facing new challenges. The goals of THRIVE are to strengthen their resiliency capacity by improving their ability to face challenges and adversity with a variety of coping strategies and resources.

Today's youths encounter increased pressures in the form of peer relationships, high academic expectations, economic uncertainty, social media and cyberbullying, dating and familial disputes. Thankfully, there are programs like Rebound and THRIVE available to help adolescents overcome these issues and become contributing community members.



WALLACEBURG



CORUNNA



WYOMING



EXMOUTH



SOUTHWEST REGIONAL CREDIT UNION LTD.

**AUDITOR'S REPORT
AND SUMMARIZED FINANCIAL STATEMENTS**

October 31, 2013

Independent Auditor's Report

To the Members of Southwest Regional Credit Union Ltd.

The accompanying summarized financial statements of Southwest Regional Credit Union Ltd., which comprise the summarized balance sheet as at October 31, 2013 and the summarized statements of earnings, comprehensive income and members' equity for the year ended October 31, 2013 are derived from the audited financial statements of Southwest Regional Credit Union Ltd. for the year ended October 31, 2013. We expressed an unmodified audit opinion on those statements in our report dated December 23, 2013. Those financial statements and the summarized financial statements, do not reflect the effects of events that occurred subsequent to the date of our report on those financial statements.

The summarized financial statements do not contain all the disclosures required by International Financial Reporting Standards. Reading the summarized financial statements, therefore, is not a substitute for reading the audited financial statements of Southwest Regional Credit Union Ltd.

Management's Responsibility for the Summarized Financial Statements

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

Auditor's Responsibility

Our responsibility is to express an opinion on these summarized financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, "Engagements to Report on Summary Financial Statements."

Opinion

In our opinion, the summarized financial statements derived from the audited financial statements of Southwest Regional Credit Union Ltd. for the year ended October 31, 2013 are a fair summary of those financial statements, in accordance with International Financial Reporting Standards.

Chatham, Ontario
 December 23, 2013



CHARTERED ACCOUNTANTS
LICENSED PUBLIC ACCOUNTANTS

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Summarized Statements of Earnings YEARS ENDED OCTOBER 31, 2013 AND 2012

	2013	2012
REVENUE		
Interest from personal loans	\$ 699,986	\$ 734,973
Interest from mortgage loans	3,672,702	3,758,679
Interest from investments and short-term deposits	475,259	761,835
Service charges	640,369	632,887
Other revenue	<u>6,902</u>	<u>16,275</u>
	<u>5,495,218</u>	<u>5,904,649</u>
INTEREST EXPENSE		
Interest on term deposits	349,058	383,613
Interest on demand deposits	30,651	27,475
Interest on Registered Retirement Savings Plans	483,848	588,556
Interest on Registered Retirement Income Funds	<u>135,931</u>	<u>173,324</u>
	<u>999,488</u>	<u>1,172,968</u>
FINANCIAL MARGIN	<u>4,495,730</u>	<u>4,731,681</u>
EXPENSES		
Administrative	602,799	564,547
Occupancy	503,421	436,217
Salaries and benefits	1,669,792	1,478,533
Computer and network fees	362,772	329,310
Loss on disposal of assets	68,249	68,386
Provision for impaired loans	<u>86,254</u>	<u>161,753</u>
	<u>3,293,287</u>	<u>3,038,746</u>
EARNINGS BEFORE INCOME TAXES AND DISTRIBUTION TO MEMBERS	<u>1,202,443</u>	<u>1,692,935</u>
Interest rebate	37,060	66,263
Dividend on dividend savings accounts	<u>182,694</u>	<u>258,878</u>
	<u>219,754</u>	<u>325,141</u>
EARNINGS BEFORE INCOME TAXES	<u>982,689</u>	<u>1,367,794</u>
INCOME TAXES		
Current	205,075	364,082
Deferred	<u>15,672</u>	<u>(26,740)</u>
	<u>220,747</u>	<u>337,342</u>
NET EARNINGS	<u>\$ 761,942</u>	<u>\$ 1,030,452</u>

SOUTHWEST REGIONAL CREDIT UNION LTD.

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Summarized Statements of Comprehensive Income and Members' Equity
YEARS ENDED OCTOBER 31, 2013 AND 2012

	2013	2012
Net earnings for the year	<u>\$ 761,942</u>	<u>\$ 1,030,452</u>
Other comprehensive income:		
Unrealized gains (losses) on available-for-sale financial assets arising during the year	(9,078)	17,883
Income tax effect	<u>1,407</u>	<u>(2,772)</u>
Other comprehensive income	<u>(7,671)</u>	<u>15,111</u>
Comprehensive income	<u>\$ 754,271</u>	<u>\$ 1,045,563</u>
CONTINGENCY RESERVE		
Balance, as previous presented	\$ 15,987,315	\$ 14,824,468
Prior period adjustment	<u>(325,772)</u>	<u>(193,377)</u>
Balance, beginning of the year	15,661,543	14,631,091
Net earnings for the year	<u>761,942</u>	<u>1,030,452</u>
Balance, end of the year	<u>\$ 16,423,485</u>	<u>\$ 15,661,543</u>
ACCUMULATED OTHER COMPREHENSIVE INCOME		
Balance, beginning of year	\$ 36,494	\$ 21,383
Other comprehensive income for the year	<u>(7,671)</u>	<u>15,111</u>
Balance, end of year	<u>\$ 28,823</u>	<u>\$ 36,494</u>

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Summarized Balance Sheets
OCTOBER 31, 2013 AND 2012

	2013	2012
ASSETS		
Cash and marketable securities	\$ 20,394,309	\$ 25,792,211
Investments	9,795,338	9,683,521
Loans to members		
Personal loans	6,827,635	6,979,857
Mortgage loans	68,471,540	65,970,872
Commercial loans	15,400,581	10,363,689
Agricultural loans	9,058,451	8,380,000
Capital assets	5,792,075	5,652,297
Other assets	<u>1,030,678</u>	<u>1,312,915</u>
	<u>\$ 136,770,607</u>	<u>\$ 134,135,362</u>
LIABILITIES		
Members' deposits	\$ 119,285,408	\$ 116,633,167
Other liabilities	880,606	1,651,893
Members' share capital	<u>152,285</u>	<u>152,265</u>
	<u>120,318,299</u>	<u>118,437,325</u>
MEMBERS' EQUITY		
CONTINGENCY RESERVE	16,423,485	15,661,543
ACCUMULATED OTHER COMPREHENSIVE INCOME	<u>28,823</u>	<u>36,494</u>
	<u>16,452,308</u>	<u>15,698,037</u>
	<u>\$ 136,770,607</u>	<u>\$ 134,135,362</u>

ON BEHALF OF THE BOARD


Director



Director



January 21, 2014

BANKING SERVICES

STUDENT/YOUTH ACCOUNTS
HERITAGE 60/SENIOR ACCOUNTS
PERSONAL CHEQUING ACCOUNTS
PERSONAL CHEQUING PLUS ACCOUNTS
REGIONAL ACCOUNT
REGIONAL ACCOUNT PLUS
MAXIMIZER ACCOUNTS
PLAN 24 SAVINGS ACCOUNTS
U.S. PLAN 24 SAVINGS ACCOUNTS
ASSOCIATION ACCOUNTS
TERM DEPOSITS
BUSINESS/CURRENT ACCOUNTS
(FLAT FEE or PAY-PER-USE)
AGRICULTURAL ACCOUNTS
(FLAT FEE or PAY-PER-USE)
AGRIINVEST ACCOUNTS

OTHER SERVICES

LOAN & MORTGAGE LIFE INSURANCE
LOAN DISABILITY INSURANCE
CRITICAL ILLNESS INSURANCE
HOME & AUTO INSURANCE
TRAVEL INSURANCE
TRAVELLERS CHEQUES
WIRE TRANSFERS
ELECTRONIC BILL/UTILITY PAYMENTS
CERTIFIED CHEQUES
MONEY ORDERS
FOREIGN CURRENCY
INTER-BRANCH BANKING
SAFETY DEPOSIT BOX RENTAL
MERCHANT MASTERCARD
CREDIT UNION MASTERCARD
PASSBOOK
LETTER & NIGHT DEPOSITORY

ELECTRONIC SERVICES

ABM'S AT ALL BRANCH LOCATIONS
MEMBERCARD - DEBIT CARD (POINT OF SALE)
PC BANKING
TELEPHONE BANKING
TEXT MOBILE BANKING
E-TRANSFER
MOBILE BANKING

LENDING SERVICES

PERSONAL LOANS - FIXED AND VARIABLE RATE
RESIDENTIAL MORTGAGES
HIGH RATIO MORTGAGES - CMHC
LINES OF CREDIT - OVERDRAFT PROTECTION
HOME EQUITY LINES OF CREDIT
STUDENT LOANS & LINE OF CREDITS
RRSP LINE OF CREDITS
COMMERCIAL LOANS, OPERATING LINES
& MORTGAGES
AGRICULTURAL LOANS, OPERATING LINES
& MORTGAGES
BRIDGE/INTERIM FINANCING
LETTERS OF CREDIT

INVESTMENT SERVICES

RRSP, RRIF, LIRA, LIF
REGISTERED DISABILITY SAVINGS PLANS
REGISTERED EDUCATION SAVINGS PLANS
MUTUAL FUNDS OFFERED THROUGH CREDENTIAL ASSET MANAGEMENT INC.
S&P/TSE 60 INDEX-LINKED TERM DEPOSITS
SHORT & LONG TERM - TERM DEPOSITS
TAX FREE SAVINGS ACCOUNT
LICENCED FINANCIAL PLANNING SERVICES
QTRADE DISCOUNTED TRADING SERVICES

BURSARY AWARD

January 21, 2014

We would like to congratulate the recipients of our first ever Student Bursary Award. The bursary winners were required to have a minimum 80% average and have been an active member of the credit union for the last 2 years.

<< Kaila Woods

Attending Brock University working towards a Bachelor's Degree in Applied Sciences with a major in Speech and Language Sciences.



Jasmyne Smith >>

Attending McMaster University, her goal is to obtain a Masters in Art Therapy.



<< David Belet

Attending Niagara College, taking Construction Engineering Technology.



David Kohn >>

Attending Lambton College, working towards obtaining a Central Production Engineering Technology degree.



DATE OF YEAR-END	DIVIDEND PAID	DIVIDEND TERM	LOAN INTEREST REBATE PAID	MORTGAGE REBATE PAID	LAMBTON LINE II REBATE PAID	BUSINESS LOC INTEREST REBATE
OCT. 31, 1993	5.00%	N/A	NIL	NIL	NIL	N/A
OCT. 31, 1994	3.75%	N/A	3.50%	1.75%	1.75%	N/A
OCT. 31, 1995	5.00%	N/A	4.25%	2.125%	2.125%	N/A
OCT. 31, 1996	4.25%	N/A	3.50%	1.75%	1.75%	N/A
OCT. 31, 1997	4.00%	N/A	3.50%	1.75%	1.75%	N/A
OCT. 31, 1998	4.35%	N/A	4.25%	2.00%	2.00%	N/A
OCT. 31, 1999	4.80%	N/A	5.00%	2.50%	2.50%	N/A
OCT.31, 2000	4.75%	N/A	5.00%	2.40%	2.40%	N/A
OCT. 31, 2001	4.00%	N/A	5.25%	2.625%	2.625%	N/A
OCT. 31, 2002	3.40%	N/A	6.25%	3.00%	3.00%	N/A
OCT. 31, 2003	3.25%	N/A	7.25%	3.40%	3.40%	N/A
OCT. 31, 2004	3.00%	N/A	7.25%	3.40%	3.40%	5.50%
OCT. 31, 2005	3.00%	N/A	12.00%	3.75%	3.75%	5.00%
OCT. 31, 2006	3.25%	N/A	15.00%	5.00%	5.00%	5.00%
OCT. 31, 2007	3.70%	N/A	16.00%	6.00%	6.00%	5.00%
OCT. 31, 2008	3.50%	N/A	16.00%	5.00%	5.00%	5.00%
OCT. 31, 2009	1.70%	N/A	10.00%	3.50%	2.00%	3.00%
OCT. 31, 2010	1.05%	N/A	5.50%	1.75%	1.00%	1.50%
OCT. 31, 2011	1.15%	1.40%	4.00%	1.50%	0.75%	1.00%
OCT. 31, 2012	1.25%	1.50%	4.00%	1.50%	0.75%	1.00%
OCT. 31, 2013	1.00%	1.25%	3.00%	1.00%	0.40%	0.50%



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