



The North Word

SPRING 2024

HAPPY SPRING EVERYONE!



Lauren MacVay
President/CEO

There's a lot of exciting stuff happening at True North these days. In addition to making sure we are taking care of servicing our members, the True Crew is busy every year with various projects and initiatives. So often it seems like they are focused internally on technology and compliance – all important but not necessarily the stuff that feeds the soul.

This year, we're seeing some great progress on the good stuff, investing in new tools and tips available on our website, accessible to members and community alike. The theme for 2024 is Be Prepared, and towards that end the Crew has put together a great set of new Emergency Preparedness resources to compliment what we already offered. Here are some I want to call out!

BE PREPARED

There's now a "Be Prepared" menu item on our website and right now you can access two useful tools. The first is a **Financial First Aid Kit** which gives you step by step check lists and instructions on what information to gather, store and protect. The other menu item is Emergency Preparedness, which gives valuable

information on how to prepare for, survive during, and be safe after natural disasters.

FINANCIAL EDUCATION

The True Crew loves to participate in financial education efforts around our communities such as Financial Reality Fairs, and we have done 2 already this year. Additionally, our Financial Wellness Center continues to grow and evolve. There are resources from ID Theft Risk Assessment and Prevention to College Tuition, Learning about Credit and your credit report to a car buying tutorial. We are working on more custom content for this site in partnership with community stakeholders, so keep an eye out for even more content to come.

CREDIT SCORE FREEZE

In **Credit Score by SavvyMoney** (this one you need a True North membership and online access to see), you can monitor your credit score and report, and link out to the Credit Bureau to dispute tradelines, correct information and very importantly control who can access your information with a Credit Freeze. I just took

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SUPERVISORY COMMITTEE

Elizabeth "Buffy" Pederson,
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Secretary
Chris Letterman
Amber LeBlanc
Timothy Lewis

NOTICE OF ANNUAL MEETING

MAY 15, 2024 • 5:30pm

Watch our website for in-person and Zoom attendance information.

CEO MESSAGE

Continued from page 1

this step myself and I'm happy to report it was very easy! I've asked SavvyMoney if they can get more information on Credit Freezes on their platform and we'll let you know if they make those enhancements.

MASTERCARD

Another Preparedness tool that you may not know that we offer is Mastercard's ID Protection, that is available to all True North members with a Mastercard Credit or Debit Card. They have a great Fraud Protection Center that centralizes access to alerts, freezes and disputes.

On a different note, did you know that True North loves socks? We do indeed, and this year our love of cozy footwear extended again to Rock Your Socks Day, recognizing World Down Syndrome Day. True North partnered with the Alaska Down Syndrome Network to turn kid's artwork into rockin' socks in recognition of this important day. This is the second year that True North has recognized Rock Your Socks day, and it's rapidly becoming a favorite. I can't wait to see where it goes next year!

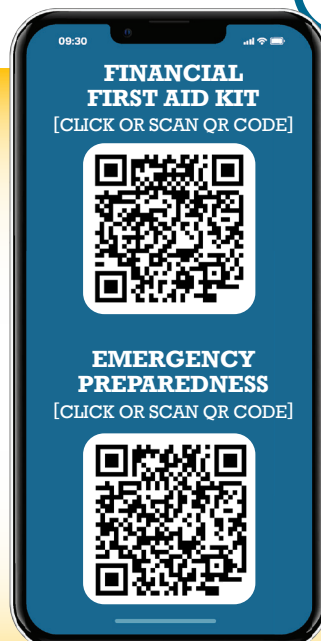


Coming up next month, we have our Annual Meeting on May 15th, which will be both in person and virtual. Please keep an eye out for more information about that opportunity to hear from our Board of Directors!

Lauren May



#MyNextStep: Be Prepared



What is a Credit Freeze?

A credit freeze, also known as a security freeze, is a free way to restrict access to your credit report. Adding a freeze means you or anyone else cannot open a new credit account with the freeze in place. You can, however, temporarily remove this freeze at any time if you want to apply for new credit.

It is important to note that a credit freeze does not affect your credit score. And while the freeze is in place, you will still be able to apply for a job, rent an apartment, purchase insurance, and receive pre-screened offers.

How to place a credit freeze?

To place a credit freeze on your credit profile, you must contact each of the 3 major credit bureaus:

TransUnion

(888) 909-8872 | [Freeze TransUnion Online](#)

Equifax

(888) 298-0045 | [Freeze Equifax Online](#)

Experian

(888) 397-3742 | [Freeze Experian Online](#)

How to unfreeze your credit profile?

You must contact the three major credit bureaus to unfreeze your credit profile. Each bureau has a different process, but each will initially provide you with a PIN to unfreeze your profile.

True North is dedicated to improving the economic well-being of the members, employees and communities it serves.

If a disaster or other emergency strikes your community, you may only have seconds or minutes to react. In those critical moments, your focus will be on your family's safety.

We've provided a Financial First Aid Kit and guides and resources for common disasters Alaskans face.

WE WILL BE CLOSED ON THE FOLLOWING HOLIDAYS:

Monday, May 27

Memorial Day

Wednesday, June 19

Juneteenth

Thursday, July 4

Independence Day

Monday, September 2

Labor Day

ATTENTION FRAUD ATTEMPTS:

We have had reports of fraudsters claiming to be from True North calling about suspected fraud on an account and asking for members usernames.

This is not us and at no point will True North ever ask for your online banking username, password or one-time passcode.

Update to Denial of Service and Member Expulsion Policy

Please note that this is a general notice provided to all members about a change in credit union policy. There is no action for you to take or issue you need to address.

The National Credit Union Administration recently made changes on Membership Expulsion and Suspension of Services, and our Board of Directors has updated our bylaws and policy with this new language. The following is required disclosure language that we must provide about the new steps we would take in the unlikely event that we felt the need to limit services or remove a person from membership.

Notice of Member Expulsion Policy True North Federal Credit Union Member Expulsion Policy

We may terminate your membership in True North Federal Credit Union (Credit Union) in one of three ways. The first way is through a special meeting. Under this option, we may call a special meeting of the members, provide you an opportunity to be heard, and obtain a two-thirds vote of the members present at the special meeting in favor of your expulsion. The second way to terminate your membership is under a nonparticipation policy given to each member that follows certain requirements. The third way to terminate your membership is by a two-thirds vote of a quorum of the directors of the credit union "for cause." "For Cause" is defined as follows: (i) a substantial or repeated violation of our Membership & Account Agreement with the Credit Union; (ii) a substantial or repeated disruption, including dangerous or abusive behavior, to the credit union's operations; or (iii) fraud, attempted fraud, or a conviction of other illegal conduct that a member has been convicted of, in relation to the Credit Union, including in connection with our employees conducting business on our behalf.

Before the Credit Union Board votes on an expulsion, we must provide written notice to your mail address (or email, if applicable) on record or personally provide the written notice. We must provide the specific reasons for the expulsion and allow you an opportunity to rebut those reasons through a hearing if you choose. It is your responsibility to keep your contact information with the Credit Union up to date, and to open and read notices from us. Unless we determine to allow otherwise, there is no right to an in-person hearing with the Board. If you fail to request a hearing within 60 calendar days of receipt of the notice, you will be expelled. You may submit any complaints about your pending expulsion or expulsion to NCUA's Consumer Assistance Center if the complaint cannot be resolved with the Credit Union. We will confirm any expulsion with a letter with information on the effect of the expulsion and how you can request reinstatement. Expulsion or withdrawal from membership does not relieve a member of liability to the Credit Union, and we may demand immediate repayment of the money you owe the Credit Union after expulsion, subject to any applicable contract terms and conditions. For additional information on expulsion and a copy of our Member Expulsion & Denial of Service policy, see Article XIV of the Credit Union Bylaws.

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Valerie Mertz
Alec Mesdag
Justin McKay

Lauren MacVay, PRESIDENT/CEO

BRANCHES:

Anchorage Branch
907-771-4700, Fax 907-561-1538
Foodland IGA Juneau Branch
907-523-4700, Fax 907-586-1173
Mendenhall Juneau Branch
907-523-4700, Fax 907-523-4716
Administrative Office - Juneau
907-523-4778, Fax 907-586-8078

BRANCH MANAGERS

Chris Oeser, ANCHORAGE BRANCH MGR
Monique De Luca, JUNEAU BRANCH MGR
Amy Tonsgard, MORTGAGE LENDING MGR

STATISTICS AS OF FEBRUARY 29, 2024:

Assets \$221,824,783
Loans \$167,920,083
Shares \$188,447,949

TELEPHONE TELLER: (907) 523-4700

24/7 LOANS: Easy online application at
www.TrueNorthFCU.org

24 HR BILL PAY SUPPORT: (866) 395-5336

GENERAL E-MAIL:

memberservice@truenorthfcu.org

24/7 DEBIT/CREDIT CARD SUPPORT:
(866) 664-9364

WEBSITE: www.TrueNorthFCU.org

Heat Pump Loan Program

True North has partnered with Alaska Heat Smart, a non-profit in Juneau, offering a unique pilot loan program to assist Juneau home owners with heat pump purchase and installation costs.



Juneau Pilot App Program

True North is a sponsor of this pilot app program by JEDC to keep local dollars supporting local businesses and recirculate in our community. Pay with Local Dollars app and get cash-back on your purchases.

[Click to learn more.](#)



Photo taken by the True Crew



Federally Insured by NCUA | True North FCU NMLS # 440100



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