

SPRING 2026

# The North Word

## Big Wins, New Resources, and a Bright Spring Ahead

**Greetings everyone, and Happy Spring!** I say that with a bit of yearning, as the view out my window is very white and very much looks like winter. This has been one heck of a season, and I will be very happy when it's in the rear view.

We have been busy despite the wintery chaos! 2025 was another successful year for True North, with solid earnings and capital growth while we continued to enhance our products, services, and support for our community.



We set a goal in 2025 to launch new community fundraising efforts, and I'm proud of our success. Over the course of last year, in addition to our regular donations, we ran three fundraising campaigns in which we matched community donations. We raised over \$5,300 for the Alaska Down Syndrome Network, \$4,200 for the Food Bank, and \$11,000 for Western Alaska Flood Relief.

We had the rare opportunity to participate in the Member Impact Fund matching program with the Federal Home Loan Bank of Des Moines (FHLBDM). True North donated \$75,000 to 7 Alaska nonprofits, and the



Lauren MacVay  
President/CEO

FHLBDM matched our donation by 2.5 times, bringing the total donation to these important community partners to \$262,500. We weren't the only FHLBDM member to participate – in fact, 12 member institutions in the state participated, bringing \$4.5 million to 126 worthy Alaska organizations. What an awesome opportunity to leverage our donation dollars to such an impactful effect!



We have some great educational resources coming your way. You may be familiar with our **Be Prepared** resources. Over the past few years, we've launched both our Financial First Aid Kit and Emergency Preparedness Resources. These clear, quick guides are intended to help you be organized and prepared when emergencies strike. We are adding to our Be Prepared resources this summer with resources for life events – from buying

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### BOARD OF DIRECTORS

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Alec Mesdag, Vice Chair  
Valerie Mertz, Treasurer  
Mark Troupin, Secretary  
Justin McKoy  
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Juliana Leggitt

### SUPERVISORY COMMITTEE

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Josephine Stern,  
Secretary  
Chris Letterman  
Amber LeBlanc  
Timothy Lewis

NOTICE OF  
**ANNUAL MEETING**  
WEDNESDAY, MAY 20, 2026 • 5:30pm  
Watch our website for in-person and Zoom attendance details.

# Message from the CEO

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your first car to handling the death of a family member, these resources will provide information to help you be ready for various life moments.



I'm very excited that we'll also be moving into the Fred Meyer in Juneau – this is a great opportunity for us to meet our members where they are at this convenient community hub. Look for that branch to open this spring/summer, and we'll firm up dates in the coming weeks.

I can't close out without acknowledging that times are getting tough out there for many. If we can help, whether by consolidating debt, refinancing to lower payments, or with budgeting resources, please reach out. Sometimes the road of our financial journey can be pretty bumpy, and we're here to help you through.

## We will be closed on the following holidays:

- Monday, May 25:** Memorial Day
- Friday, June 19:** Juneteenth Day
- Saturday, July 4:** Independence Day

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 Lauren MacVay, PRESIDENT/CEO

### BRANCH MANAGERS

Chris Oeser, ANCHORAGE BRANCH MGR  
 Jack Raster, JUNEAU BRANCH MGR  
 Rachel Houston, RETAIL BRANCH MGR  
 Amy Tonsgard, MORTGAGE LENDING MGR

### STATISTICS AS OF FEBRUARY 28, 2026:

Loans ..... \$176,790,027  
 Shares..... \$209,700,043  
 Assets..... \$237,150,415

### BRANCHES:

Anchorage Branch  
 907-771-4700, Fax 907-561-1538  
 Downtown IGA Juneau Branch  
 907-523-4700, Fax 907-586-1173  
 Coming Soon!  
 Fred Meyer Juneau Branch  
 907-523-4700  
 Mendenhall Juneau Branch  
 907-523-4700, Fax 907-523-4716  
 Administrative Office - Juneau  
 907-523-4778, Fax 907-586-8078

### MEMBER CONTACT CENTER: (907) 523-4700

**24/7 LOANS:** Easy online application at [www.TrueNorthFCU.org](http://www.TrueNorthFCU.org)

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

**GENERAL E-MAIL:** [memberservice@truenorthfcu.org](mailto:memberservice@truenorthfcu.org)

**24/7 DEBIT/CREDIT CARD SUPPORT:** (877) 461-3999

**WEBSITE:** [www.TrueNorthFCU.org](http://www.TrueNorthFCU.org)



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A heartfelt thank you to each one of you for helping us raise

# \$3,000!



Your generous contributions will make a profound difference in the lives of individuals with Down Syndrome and their families.



Effective June 1, 2026, CO-OP Shared Branching services will no longer be available at True North Juneau locations

For additional details or to locate a Shared Branching location near you, visit [bit.ly/tnfcucoopchanges](http://bit.ly/tnfcucoopchanges).

## 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.](#)



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