

The North Word SUMMER 2025

Hello, True North Members!



Lauren MacVay
President/CEO

This summer marks a significant milestone for me as I celebrate 30 years of working for this wonderful organization. I came to the credit union from the legal field and was immediately struck by the sense of collaboration and community evident within this credit union and, indeed, among all credit unions. It was such a stark contrast to my prior work experience that it felt like a revelation. Even in my work in collections, the focus was on finding solutions and helping members wherever possible.

During my time here, many things have changed. When I started, we were much smaller but still mighty, offering innovative programs and campaigns to meet our members' needs. Service was key, and the memorable moments we aimed for were centered around one-on-one, face-to-face interactions. At that time, the ways technology would profoundly change how people managed money were just a glimmer on our horizon, and I never could have predicted where we are today.

Technology has made financial services much more convenient for our members, allowing a smaller credit union like ours to grow and thrive despite

not having branches all over the state. However, it also increases the risk of fraud, which forces us to evolve constantly, balancing service with security—two often competing interests! In fact, **we have another significant eBanking upgrade scheduled for August, featuring new enhancements and a stronger approach to online security.**

Throughout all this change, the constant has been our mission, which remains unchanged. One of the reasons I am still here after all this time is that I have the privilege of working for an organization that truly values its mission to improve the financial lives of its members, employees, and communities.

It has been my honor to lead True North for two decades with that mission, and I am committed to ensuring our focus remains steadfast. Thank you for the trust you have placed in us over the years. I am proud of how far we have come and even more excited for the journey ahead!

BOARD OF DIRECTORS

Christine Moleski, Chair
Alec Mesdag, Vice Chair
Valerie Mertz, Treasurer
Mark Troupin, Secretary
Justin McKoy
Heidi Hansen
Juliana Leggitt

SUPERVISORY COMMITTEE

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



Attention: Fraud Alert

Fraudsters are more active than ever right now. We cannot stress enough the importance of staying vigilant with all messages you receive. Please do not click on any links or share any personal information.

If you have concerns about your True North accounts, please call us directly at (907) 523-4700.



CALENDAR PHOTO CONTEST

The winning submission will be featured on the 2026 calendar!

FIRST PRIZE
\$500⁰⁰

**DEADLINE
TO SUBMIT:
JULY 31!**



For the rules and contest details, visit TrueNorthFCU.org or scan the QR Code above.

**WE WILL BE
CLOSED ON
THESE
UPCOMING
HOLIDAYS:**

Friday, July 4

Independence Day

Monday, September 1

Labor Day

Monday, October 13

Indigenous Peoples Day

Tuesday, November 11

Veterans Day

We have blog articles from money-saving tips to cyber security, our blog covers a wide range of topics to help improve your financial well-being.



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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
Jack Raster, JUNEAU BRANCH MGR
Amy Tonsgard, MORTGAGE LENDING MGR

STATISTICS AS OF MAY 31, 2025:

Loans.....\$177,589,029
Shares.....\$209,860,174
Assets.....\$235,927,939

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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