



SUMMER 2026

The North Word

Building Financial Wellness— Together, Every Step of the Way



Lauren MacVay
President/CEO

I hope summer is treating you well—and that it actually feels like summer! It's been a busy season here at True North. Along with serving our members every day, the True Crew has been opening our new branch at the Juneau Fred Meyer, developing new lending programs that will help us reach more members while responsibly managing risk, and launching new financial wellness resources. It's that last project I'd like to share with you today.

Why are credit unions so focused on financial wellness? We certainly are at True North, and many other credit unions are as well. I think the answer comes down to who we are.

As a member-owned cooperative, our success is tied directly to yours. When our members and communities are financially stronger, so is our credit union. Even if we weren't mission-driven, which we absolutely are, we'd still have every reason to help our members succeed. It's not a marketing slogan. It's simply how we're built.

Over the years, we've created a growing collection of financial education resources designed to help our members make informed financial decisions at every stage of life.

It starts with our **Financial Wellness Center**. There you'll find articles, worksheets, calculators, and practical tools covering everything from budgeting and saving to identity theft protection. Whether you're paying down credit card debt, planning for the future, or simply trying to make smarter financial decisions, these resources are available not only to True North members, but to anyone in our community.

From there, members can dive deeper with our

Membership Matters series. These articles explore timely financial topics—from inflation and investing to knowing when professional financial guidance may be helpful. The goal is to provide practical insights you can put to work in your own life.

Inside online and mobile banking, you'll find personalized resources to help you stay financially healthy and protected. You can monitor your credit score, review your credit report, receive alerts, and explore ways to improve your credit. You'll also find an expanding library of cybersecurity articles with quick, practical advice on today's latest scams and fraud trends. In today's world, knowledge is one of

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**Hey, friends!
I'm Sammy the
Savings Sloth.**

**Sammy shows how saving
patiently helps your money grow—
just like a sloth: slow and steady!**

[Visit our website to learn more about Sammy]



We're now open at our new Juneau Fred Meyer Branch! Please stop by and say hello.



Message from the CEO

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the best forms of protection.

Of course, our greatest resource isn't online—it's the True Crew. We have at least one **Certified Credit Union Financial Counselor at every branch**, with more team members working toward certification. Whether you have a quick question or need help working through a financial challenge, we're always happy to help or connect you with someone who can.

Bringing many of these resources together is our Be Prepared series. Many of you are already familiar with our Financial First Aid Kit and Emergency Preparedness guides. This summer we're expanding the series with new **Life Event Resources**—practical checklists, tips, and guidance for major milestones like saving for college, welcoming a new baby, buying a home, and other important life events. The goal is simple: provide the right information when you need it most.

For many families, financial stress has become a normal part of everyday life. We believe one of our most important responsibilities is helping ease some of that burden. We want to be more than a place to deposit your paycheck or finance your next vehicle. We want to be a trusted partner that helps you build confidence, resilience, and a stronger financial future.

As always, thank you for your membership. Your support makes everything we do possible, and we're grateful for the opportunity to serve you.

Lauren May

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STATISTICS AS OF MAY 31, 2026:

Loans.....	\$185,587,167
Shares.....	\$209,384,286
Assets.....	\$235,619,874

BRANCHES:

- Anchorage Branch
907-771-4700, Fax 907-561-1538
- Downtown IGA Juneau Branch
907-523-4700, Fax 907-586-1173
- Juneau Fred Meyer Branch
907-523-4700, Fax 907-523-4716
- 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

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

GENERAL E-MAIL: memberservice@truenorthfcu.org

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

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.



We will be closed on the following holidays:

Saturday, July 4: Independence Day

Monday, September 7: Labor Day

Monday, October 12: Indigenous Peoples Day



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