

# CEO's Report



By Jon Dessau

Building our joint future is at the heart of the vision your Board articulated in our Strategic Plan launched two years ago: To be the most trusted financial service provider and grow the well-being of our community. For all of us working at KCCU it is a privilege to work in a 100% locally owned financial institution, and knowing that we are investing 100% of our income back into the community we serve.

The exciting part for me is how we translate our aspirations into meeting your needs, into providing top rate financial services, into creating a superior workplace, in short, into crafting the groundwork for sustainability and profitability for the member, for the organization and for the community. How do we get to making credit unions the preferred business model and Kingston Community Credit Union the financial institution of choice in Kingston and area? We have identified four areas of focus for our operations: community and member engagement, member financial services, financial strength and sustainability, and organizational growth, and in 2016 we developed and started implementing our strategy around these priorities.

Our strategic focus on Community and Member Engagement led us to identify any barriers to reaching those in the community most in need of our financial services and support. For those of us starting our first job, for the many of us facing difficult financial choices, 150 dollars can be a big deal. To be able to continue to provide first rate financial services to all of us, it is crucial that we are as open as possible for the new and upcoming generations to join us. We are also proud of sharing our financial success with our members in the form of dividends and rebates, and will continue to reward you for the trust you place in KCCU.

As a result we are re-structuring our capital and share requirement, reducing the minimum membership share requirement to \$25, while offering each of you the choice of holding up to a total of \$1025 in membership shares. I am happy that we can give you that greater flexibility, but I also invite you to continue to contribute to the capital and financial strength of your credit union by investing more than the minimum required. In this way you can share in our success and have the opportunity to earn dividends. Included with this newsletter is a letter and postage paid return envelope asking you to elect the amount of shares you wish to continue to hold in your credit union. You may hold any amount between \$25, and \$1,025. I look forward to receiving your response.

In listing our strategic priorities above I mentioned financial services, growth and sustainability, and to meet these objectives we have in worked to identify any gaps in our range of products and offerings. From our past two member surveys it was clear that we could do better in terms of financial planning, wealth and investment advice. As a result there will be a new office opening next to our Gardiners Road branch in September devoted to meeting your wealth, financial planning and insurance needs. Dwayne Henne has joined us to lead this office and brings a wealth of financial planning experience and knowledge to our team.



## CFO's Report cont.

Technological innovation is allowing us to continually improve and expand the products and services we offer. The innovations introduced since our last newsletter include:

- the mobile banking app allowing you to conduct most of your banking from your phone.
- the ability to set security alerts that by email or text message notifies you when changes have been made to your bank accounts and money transfer arrangements, helping to protect you against fraud.
- "tap" or Interac Flash® enabled debit cards.
- Online Personal Financial Management tools.
- "Top-Up" savings feature that can automatically make small transfers to your savings whenever you use your debit card. We are currently working on expanding the kind of alerts you can set, and on introducing Android Pay and Apple Pay.

Traditional service channels have not been forgotten. We have added three ATMs to our network, located on the Kingston General Hospital campus, and all the ATMs in Mac's Convenience stores have been added to the Exchange Network, giving you now 3,300 surcharge-free ATMs from coast to coast. We also now have 24 hours phone support for your technical online, mobile and debit card questions.

Technology is a means to greater convenience and value. But we will not allow technology to change our existing strengths and values, and your staff at our 4 locations remain your biggest asset. We all hope to see you in the branches, and I welcome any opportunity to meet with you. Please do not hesitate to ask for me, or set up an appointment if you can't catch me when you are in the branch.

## CU facts & figures 2017

In 2017 there are over 300 credit unions nationwide serving over 5.5 Million Canadians – That's 1 in 5 Canadians who are members of a credit union! Total system assets are \$209 Billion which includes the Quebec Caisses Populaires worth \$157 Billion.

Credit Unions were founded on the 7 co-operative principles. Visit [www.kccu.ca](http://www.kccu.ca) to see past annual reports where these principles are the first page of every KCCU annual report.

KCCU was started on October 28, 1957 by over a dozen municipal employees who each put in fifty cents and founded what later became Kingston Community Credit Union (KCCU) in the basement of City Hall. They formed a credit union because their needs were not being met by the banks. They wanted a system that was peer-based, a place where they would be treated as a member, not as a customer.

YOUR COMMUNITY • YOUR CREDIT UNION

# KCCU can help Home Financing

Tell your Friends & Family about the  
Co-operative Banking Difference



**KCCU**  
**BestRate**

- ✓ New Mortgages
- ✓ Mortgage Renewal
- ✓ First Home Mortgages
- ✓ Home Equity Line of Credit



Kingston Community Credit Union

**The Local Lenders!**

[kccu.ca](http://kccu.ca)
 




Since that time KCCU now serves over 12,000 members across the greater Kingston – Napanee – Gananoque and areas north with 4 branches and some 45 employees. KCCU has approximately \$146 Million of assets under administration.

Credit Unions exist to maximize member benefit; banks exist to generate profits for shareholders. All credit union members/shareholders are owners of their credit union. Shareholders of bank stock may or may not do business with their bank. One founded on the a co-operative business model, the other is based upon the competitive business model.

In the province of Ontario there are 74 credit unions and 25 caisses populaires. The average size is \$608 Million. Information courtesy of CCUA (Canadian Credit Union Association). To find out more about credit unions visit [www.ccu.com](http://www.ccu.com).

# Report on the 2016 Annual General Meeting By Dave Bull



*AGM Norm Meyers Congratulates Steve Barrie*

On March 7th, 2107, Kingston Community Credit Union had its 43rd Annual General Meeting as an open-bond community credit union. This was our 60th year of operation since we were founded as the Kingston Civic Employees Credit Union (October 28th, 1957). The meeting was held at the Kingston Travel Lodge Hotel, 2360 Princess Street .

Your Credit Union posted a solid year of performance and returned approximately \$228,000 of 2016's income to members. This represents approximately one-third of after-tax income repaid to members in the form of dividends and rebates. Members approved the recommendation from the Board for a 5% dividend on Equity Shares, a 1.3% dividend on Dividend Savings, and a 1% interest rebate on Personal Variable Loans.

The balance of the Credit Union's income was paid in taxes and used to fund reserves to permit continued future growth. Mr. Meyers, the Chair presented Service Certificates for pins or watches to long term employees. Arlene O'Neill (30 years), Kathy Lavorato (25), John Monte (20), Mikaila Desousa (10), Sonja Farrell and Steve Barrie each completed their 5th year of service.

Mr. Dessau presented three resolutions for members to consider. The first was to amend the articles of incorporation to update the credit union's powers to current standards with respect to the issuance of share capital and to permit member shares to be changed.

The second resolution was to rewrite the by-laws to current standards and reduce the maximum Board of Directors terms of service to five terms from twelve (each term is three years and the current term counts as one).

The third and final resolution defined the issuance of Class A shares and Class B shares and the rights of holders thereof should the credit union need to issue capital in the future. Mr. Dessau, The CEO assured the group there were no immediate plans to do so due to more than sufficient current levels.

All resolutions passed with the required 2/3 majority and without any opposition after questions from members and Mr. Bert Horwood were answered to their satisfaction by Mr. Dessau and the corporate solicitor Mr, Cauchi.

Mr. Dessau thanked the special guests in attendance including Mr.Horwood and others for their dedication to the ideals that formed our Credit Union and their continued participation in our co-operative.

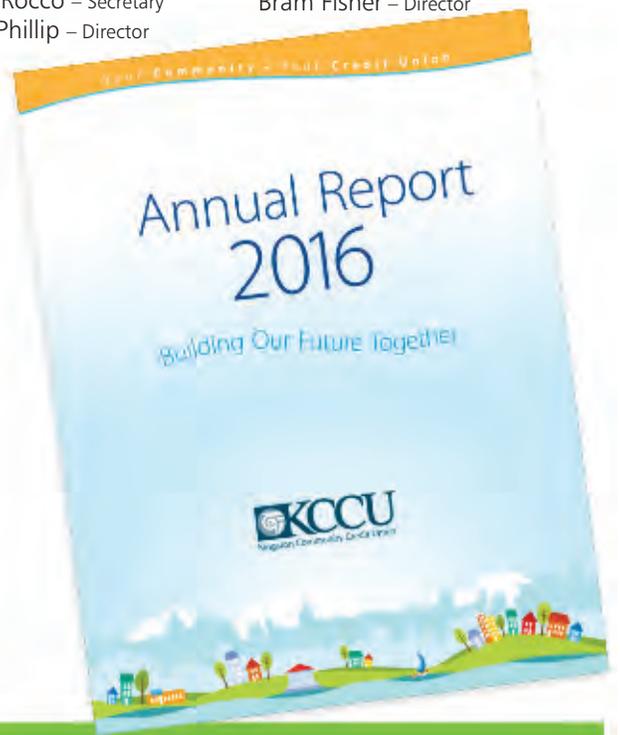
Mr. Bull, thanked all of the guests including founding members n attendance, Mr. Gordon Ball and Mr. Larry Barker and recognized each of the staff for their co-operative and individual efforts in assisting members through challenging economic times.

Mr. Brent Wilson from the auditing firm of Collins Barrow SEO LLP provided a synopsis of the financial statements and expressed a clean audit opinion saying the Credit union had once again performed well despite economic pressure. The CEO thanked all of the members and staff.

Mr. Dessau thanked the entire Board for their support of members, Credit Union staff , the community and their dedication to cooperative ideals. Ms. DiRocco, as Chair of the Nominating Committee reported to the members that four nominations were received for three vacancies on the Board. Standing for election were Bob Trentadue, Paul Lorenz, Wayne Van Luven and Bram Fisher. After the election Mr. Trentadue, Mr. Lorenz and Mr. Fisher were elected to the Board. Mr. Van Luven served for ten years and was thanked for his many contributions to KCCU during that time.

Your Current Board for 2017 is:

- |                            |                          |
|----------------------------|--------------------------|
| Robert Trentadue – Chair   | Paul Lorenz – Director   |
| Norman Meyers – Vice-Chair | Reta McCormick– Director |
| Lisa DiRocco – Secretary   | Bram Fisher – Director   |
| Joyce Phillip – Director   |                          |



# CFO / Credit Manager's Update

By Dave Bull, B.A. CFO/Credit Manager

After many years of authoring and editing many of the articles in the Common Bond, the time has come for me to welcome more and more contributions from our knowledgeable, younger and very talented staff. They all have areas of expertise that we will need moving forward.

They all have important information to share that can benefit each and every one of us as members. We are in exciting times at KCCU, learning the true meaning of co-operation and collaboration in our strategic plan, with members and directors, among staff and the community.

We see these as very positive changes that are happening in response to ever changing technology, demographics, how business operates and in keeping with the highest regulatory standards. KCCU is proud of its independence and thankful for the excellent management we have had over the past decades causing us to be in a position of unique strength financially and with a community service reputation second to none.

We operate for the benefit of members, the community and the welfare of our employees in mind, independent with a strong track record of prosperity and strategic plan to maintain and develop our co-operative identity for years to come.

And so at the behest of the CEO Jon Dessau, we are excited to be sending out one final paper version of our Newsletter "The Common Bond" (the very first issue was in the Spring of 1995) and to share with you some valuable information you'll want to know about your credit union. If you want to hear from us and receive information in the future we will ask for your explicit permission to send you e-mail information. We will only send necessary and useful e-mails you can unsubscribe to from at any time. They will be infrequent and call us anytime to verify anything to maintain the highest standards of security.

We believe there are certain things that are critical and that members need to know such as how to protect yourself from Fraud (the latest problem is Ransomware), our new lower member share requirement (was \$150, now \$25), our new Personal Financial Management (free in Member Direct), a new wealth management office (soon to open next door to KCCU in the 795 Gardiners rd. plaza), our enhanced website (lots of interactive and educational content that can help you today!), our improved business and business lending services, our community activities, your most recent Board along with news from the Annual Meeting.

I hope you have enjoyed our local look on the website and our in branch local photos. Mr. Jason Field is one of our staff members who has shared his excellent photographic skills and helped give us a unique and highly community-oriented



customization we could not have accomplished without him. Please join me in congratulating him and thanking him for his ongoing contribution to KCCU's branding. Jason works out of the Gardiners Rd. office in our tech and analysis division.

He is just one example of staff members who excel by combining their natural talent and the needs of KCCU to highlight how well the cooperative model brings out excellence. Mr. Steve Barrie, our collections officer has also been trained in commercial lending and he is another example of the great potential we have been able to capture from within.

Thank you also to Firdaus Jahan, who tirelessly manages the data analysts and displays the highest level of professionalism in all of her dealings. I could go on about all of the heroes who work at KCCU, many of whom get little or no recognition but keep us safe from cybersecurity problems, fraud, scams, money launderers and other disruptors we encounter across society, not just in the world of finance, but no doubt you will meet one every time you come in to a branch or call KCCU.

I am proud to point out that your credit union received outstanding audit results in terms of our operations, from an operational policy, risk management and financial performance perspective. Rest assured, KCCU puts its member's safety and security at the top of the priority list and we work hard to ensure our standards set the benchmark for the industry.

Local, democratic, co-operative, transparent and ethical does not compromise our values and the financial value proposition of dealing at KCCU. We care what members think and we frequently learn our most valuable lessons from complaints. As Complaints officer, I can say that many of our best relationships are with people who have taught us how to be better by pointing out what we could and should have done better. My thanks to the members who took time to point out where improvement needed to be made. We listened and you made us better for it!

If you have a suggestion, a complaint, a compliment or just want to point out something, don't hesitate to contact us at [kccu@kccu.ca](mailto:kccu@kccu.ca) or [dbull@kccu.ca](mailto:dbull@kccu.ca). With your help we will keep looking at things from a member perspective and over time get better and better. To all of us here, that is one of the main benefits of co-operation!

Never believe that a few caring people can't change the world. For, indeed, that's all who ever have.

-Margaret Mead

# Wealth Management Office: Coming Soon!

By Dave Bull

KCCU is pleased to announce formally that a new wealth office will be available to KCCU members. The office will be located at Unit 5 - 795 Gardiners rd. (beside M & M Meats) to handle advanced wealth management and financial planning needs. The CEO and senior management have been working on this initiative for quite some time and the office will soon be unveiled!



For members who are currently using Lender/Investment Specialists in their capacity with Credential Asset Management, you may not wish to make any changes. For members/investors wishing to expand the products they have access to or for those wishing more frequent contact and more products to choose from such as managed portfolios, individual securities, bonds, ETFs, insurance and much more, we encourage you to visit the office and start a conversation to see where we can best serve you after the office opens for business. We anticipate the opening of the office in the fall, sometime around October 1, 2017.

As always KCCU will take a team approach and make sure you get the best value for your money. We will have a trained professional sit down with you to determine your preferences and understand your goals, your investment horizon, the purposes for your investments and what style of investing you are most comfortable with.

The office will be opened beside the branch in a separate office and at this time I would like to introduce you to the Financial Advisor, **Mr. Dwayne Henne, CMT, CIM, FSCI, PFP.**

Dwayne comes from a diverse background, having worked for a bank, a brokerage and in advanced investment management where he has had a long and successful career in managing advisors, designing financial plans and making sure investors had appropriate and safe investments with choices aligned to their own individual and family situations. He brings years of experience and knowledge to the table and will be delighted to sit down with you alone or in a team environment to make sure all of your wealth management needs are customized to your life stage and individual preferences.

KCCU views this as an important piece of the puzzle to ensure you will be able to get everything at KCCU and its affiliate as you would from any of our competition. But first and foremost, we act from a position of advocacy, member benefit, value and co-operation. Our goal is to enhance member service first!



Our goal is to become our member's complete financial service provider. Each investor will be placed with the advisor best suited to their needs with values, value for service and co-operation at the forefront of the decision-making process. You may have noticed that KCCU, through MemberDirect has added Personal Financial Management (PFM) to online banking to help you track your spending more easily. We have also added an interactive component to our recently redesigned website. New services such as those described under "What's New" will compliment this full service wealth management offering and we hope you will want to refer friends and family to KCCU as it thrives as the sole local financial institution in the greater Kingston area.

With your help we will grow and grow and show that local is best, caring counts and ethical investment is prudent and in no way means sacrificing value!

*Mutual funds are offered through Credential asset management Inc. and mutual funds and other securities are offered through Credential Securities INC. Credential Financial strategies Inc. offers financial planning, life insurance and investments to members of credit unions and their communities. Those companies are members of Credential financial Inc.*

**Bring Your Family! Bring Your Friends!**



**Bring in new members to Win great prizes**

For each new member you recruit we'll enter your name in our

**Prize Draw!**

# Community Involvement Update

By Dave Bull



KGH Teddy Bear Donation

KCCU has been busily helping community members and organizations who need our help. This is part of who we are. Part of our mandate as set out by your Board and our mission statement and strategic plan is to “build strong co-operative relationships with members and our community” and to “Support our community charities”.

We try keep everyone up-to-date in real time on our social media pages (our website, Facebook, You Tube and Twitter), but in case you missed it, we are pleased to report the following since our Annual Meeting march 7th (we’ve been busy!):

- Staff members participated in the Commuter Challenge
- KCCU had a barbecue on May 4th ( May the Fourth be with us) at the Gardiners rd. branch that raised \$1,500 – Members of the Police and Fire Departments helped us
- The KCCU Financial Flyers baseball team started their season off with a WIN!
- KCCU served up a free pizza lunch at KHSC (formerly KGH) for Nurses week!
- KCCU and its staff again won the Platinum award from the United Way! 100% participation for 37 years!
- KCCU attended the Lifestyle Showcase 2017 (Kingston Expo – 50 Plus via the Kingston Chamber of Commerce).
- All branches had a book sale and sold cupcakes for the Kingston Humane Society
- We cleaned up our local communities’ winter garbage for Earth Day and engaged in some Earth Play!
- We introduced more Financial Literacy Videos (You Tube) and the all new Personal Financial management Tool (online banking through MemberDirect™) to help members and the community!
- We supported Colon Cancer Awareness Month!
- We continue to support Lovin’ Spoonful and many more community organizations we all depend on and the people that work for them that make Kingston and area communities so caring!

Special thanks to Heather, Brooke, Carrie, Anne, Jason, Mikaila, Michelle, Evelyne, Nick, Dave, Dustin, the SOCO and all the staff who gave their time and helped make all of these activities a success!



Colon Cancer Fundraiser



KGH Strawberry Social





Donations for the United Way totalled \$8,450 this year combining the staff, Board and member donations.

## In our Community

By Nicolus Blunt

In support of our Mission, Vision and Values KCCU our financial literacy program, SOCO Committee (Staff Social Committee), Events and Business Development initiatives have prioritized to accomplish the following:

- Build strong and co-operative relationships with members and the community
- Engage our community to bank with us
- Engage KCCU and staff in community building
- Create a financial education strategy
- Support our community charities, co-operatives and not-for-profits
- Promote our co-operative difference
- Foster the co-operative business model
- Advance effective staff engagement
- Build tomorrow's leaders
- Seek collaborative opportunities

### KCCU's Vision Statement is:

*To be the most trusted financial service provider and grow the well-being of our community.*

**We value:**

- Co-operation:** people helping people,
- Integrity:** always doing what is best for our members,
- Community:** commitment to strengthen our community,
- Sharing:** sharing our success with our community and members,
- Financial Strength:** building financial strength with co-operative and sustainable ethics,
- Education:** sharing our expertise, and
- Respect for All.**

# MemberDirect Alerts

**Help protect your account from online fraud.**

Your Kingston Community Credit Union (KCCU) will let you know when important changes have been made to your information in MemberDirect™ (your online account).

By setting up alerts on your online account, you add additional protection to allow you to identify and report potentially fraudulent activity as soon as it happens. These alerts will allow you to receive notifications about events that have occurred in your account by text message to your mobile device, through email to your email address, or both. You can also review any alerts from the past 30 days from the Alerts History in MemberDirect™.

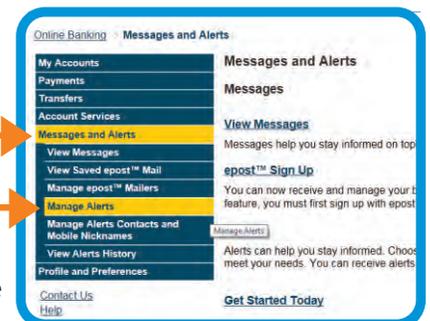
## Available Alerts

- **New Payee Added**  
Alerts you when a new payee has been added so that you can verify this action
- **Personal Access Code (PAC) Changed**  
Alerts you when your personal access code (PAC) is changed.
- **Online Banking Account Locked Out**  
Incorrect response to Security Question  
Alerts you when your online banking account has been locked out after the maximum failed attempts to answer your security question.
- **Online Login**  
Alerts your when an online login has occurred so you can verify this action
- **Interac® Online Payment Authorization**  
Alerts you when an Interac® Online payment has been authorized from your account
- **Interac e-Transfer® recipient added**  
Alerts you when an Interac e-Transfer® recipient has been added to your account

## How to sign up

Registering for Direct Alerts is easy. Just a few quick steps and you're all set up. You can choose how you want to be notified and even assign which form of contact will be assigned to each alert.

- 1 Log into your KCCU online account
- 2 Navigate to the 'Messages and Alerts' from the menu on the left side of the screen



# Kingston Community Credit Union at Kingston Health Sciences Centre

By Anne Gillis, Lending / Investment Specialist

My name is Anne Gillis and I have been the face of the KCCU at Kingston Health Sciences Centre, KHSC, formerly Kingston General Hospital (KGH) for the past two years. A wonderful opportunity has been presented to me and I am now working out of the Gardiners rd. office where I invite you to come and see me for all your lending and investment needs. You can expect the same high level of service at the hospital branch with enthusiastic KCCU staffers ready to look after you.

We have been reaching out to our members who work at KHSC (KGH) since 2012. The office is located near the hospital main entrance, just down the hall from Tim Horton's. The office is also a block away from Queen's University.

Many of you have visited us to open your accounts, apply for loans, or discuss your savings plans. Many stop by to ask a question about their account, replace a debit card, order cheques, or just to say hello.

This branch offers a convenient way to do your banking while you are at work or even if you are a patient. The three KCCU ATMs at the hospital are part of the Exchange Network too so our members use them with no service charges.

## Community & Member Engagement – Financial Literacy

By Nicolus Blunt

### Enhancing Canadian's financial well-being is a shared core value for Canadian credit unions.

People's financial well-being depends on their ability to understand and use financial information in a way that helps them to make good financial decisions. Financial literacy enables us to better understand financial matters, manage our money and debt more effectively and overall give us a better quality of life. KCCU is committed to providing our members and our community with the knowledge, skills and confidence they need to meet their financial challenges head on.

We have for a number of years provided customized financial literacy workshops to many of our community partners. As a continuation and enhancement to our existing program, we have the opportunity in 2017 to partner with CUA and Vancity Credit Union to deliver their "Each One, Teach One" financial literacy program. The have developed a comprehensive program which starts with a three day training session to develop certified Each One, Teach One coaches. The certified coaches will be trained to both deliver Each One, Teach One financial literacy programs in our community and to train other credit union employees to deliver workshops. The employees must make a commitment to deliver 4 workshops and train one other employee within a year. The Each One, Teach One financial literacy program provides trained credit union staff with access to 17 ready-to-go financial literacy workshops to deliver in their communities.



KGH Nurses Conference

We also give back to the hospital as part of our "People Helping People" philosophy. We donated \$60,000 last year for the purchase of a new

microscope that will help with cancer diagnoses in addition to our 2007 donation of \$250,000 to the hospital. We also participated in the University Hospital Foundation's WE WALK FOR YOUR COMFORT AND CARE. The KCCU team have raised over \$3,000 for the "Comfort and Care" fund. Over \$600 was raised at our annual hospital BBQ.

Our donation of 14 giant teddy bears to the pediatric wing was greatly appreciated by sick kids and their families. It warmed my heart when I saw a young patient being released from the hospital clutching his giant bear.

Going forward, you will see new faces who look forward to providing you with the same wonderful KCCU service from the office at Kingston Health Sciences Centre. Please drop by anytime, we look forward to meeting you.

Our strategy to grow this program is as follows:

### Goal year one (2017)

- 2 certified Each One, Teach One coaches (booked for training April 2017)
- Deliver a minimum 8 (4 x 2) Each One, Teach One workshops in our community
- Train 2 Each One, Teach One trainers during the course of a year
- Foster new community relationships to develop financial literacy training opportunities

### Goal year two (2018)

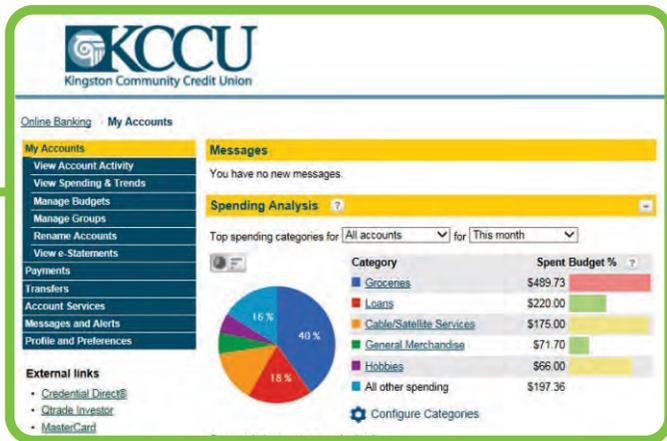
- We now will have 2 certified Each One, Teach One Coach/Trainers and at minimum, two additional Each One, Teach One certified Trainers
- We will deliver a minimum of 16 (4 x 2, 4 x 2) Each One, Teach One workshops in our community
- Coaches will training 2 new Each One, Teach Once trainers during the course of the year
- We will continue to foster new relationships to develop financial literacy training opportunities and build on the developed relationships by offering them additional Each One, Teach One workshops.

**Important changes to Member Shares upcoming!**  
 Check for the enclosed letter or contact your branch for more information.

# What's New?

By Jason Field, Data analyst

We are excited about a couple new features we have added over the past several months to help you – our members – with your day to day needs. The first is Interac Flash on our Member Cards (Debit Cards). This contact-less debit solution allows you to pay for your everyday purchases quickly, securely and conveniently by simply holding your Interac Flash-enabled card in front of the reader at checkout – where ever the Interac Flash logo is displayed, anywhere in Canada.



## Personal Financial Management (PFM)

The second new feature we have added is in your member direct account (Online account) called **Personal Financial Management (PFM)**. This allows you to bring all of your accounts and financial information to one place and offers new budgeting and spending tools to help you stay on top of your finances. It will categorize your spending and allow you to easily see where your money goes and compares that spending to your set budget; either weekly, bi-weekly, month or the past few months.

Finally, I have had the opportunity over the past 8 to 10 months, to share my love of photography with you by posting photos that I've taken on our website. You will see these photos when you first go to [www.kccu.ca](http://www.kccu.ca) as they are part of the scrolling banner near the top. We are trying to display photos for each season and to showcase this great region that we live in. Please let us know what you think of them at [kccu@kccu.ca](mailto:kccu@kccu.ca), your feedback is very important to us.

Have a great summer and thank you for being a member of KCCU.

**Get the App KCCU to Go**  
 Bank everywhere with quick and easy access to your accounts from your mobile device.

Free Download Available on:

- ANDROID APP ON Google play
- Available on the iPhone App Store

**Quick links at [kccu.ca](http://kccu.ca)**

**KCCU: Web-based fraud Prevention Reference Materials**

At KCCU we take protecting our members against fraud very seriously. Under the [Banking] tab on [kccu.ca](http://kccu.ca) there are three items on the dropdown menu you should be aware of and may wish to refer to:

- Fraud and Scam alerts
- Preventing Fraud
- Reporting Fraud

[kccu.ca](http://kccu.ca)



# Ransomware: What you need to know to protect yourself

By Josh Quesnelle, Data analyst

Ransomware is rapidly becoming a leading form of cybercrime thanks to its use of social engineering and the way the programs are structured to act once delivered.

Banking and finance have seen large increases in targeted attacks, both due to the sensitive information held by the businesses and their dependence on their systems. The banking industry alone saw a 93% increase in attempted attacks in 2016 alone! It may be easy to think that these attackers wouldn't target smaller institutions but in reality these attacks are sent out indiscriminately and if anything 60% of ransomware attacks target small businesses.

These installed programs will have large impacts in many ways including:

- Shutting down vital systems
- A tarnished image for the targeted company.
- Legal liability with regards to exposed data - the data taken can involve members but also be personal information for our staff.
- The financial cost of fixing the errors or alternatively paying the ransom.

Please find below an infographic explaining how the infection works and spreads, the key take away of this should be how quickly it can start and spread from one infected computer essentially "opening the door".

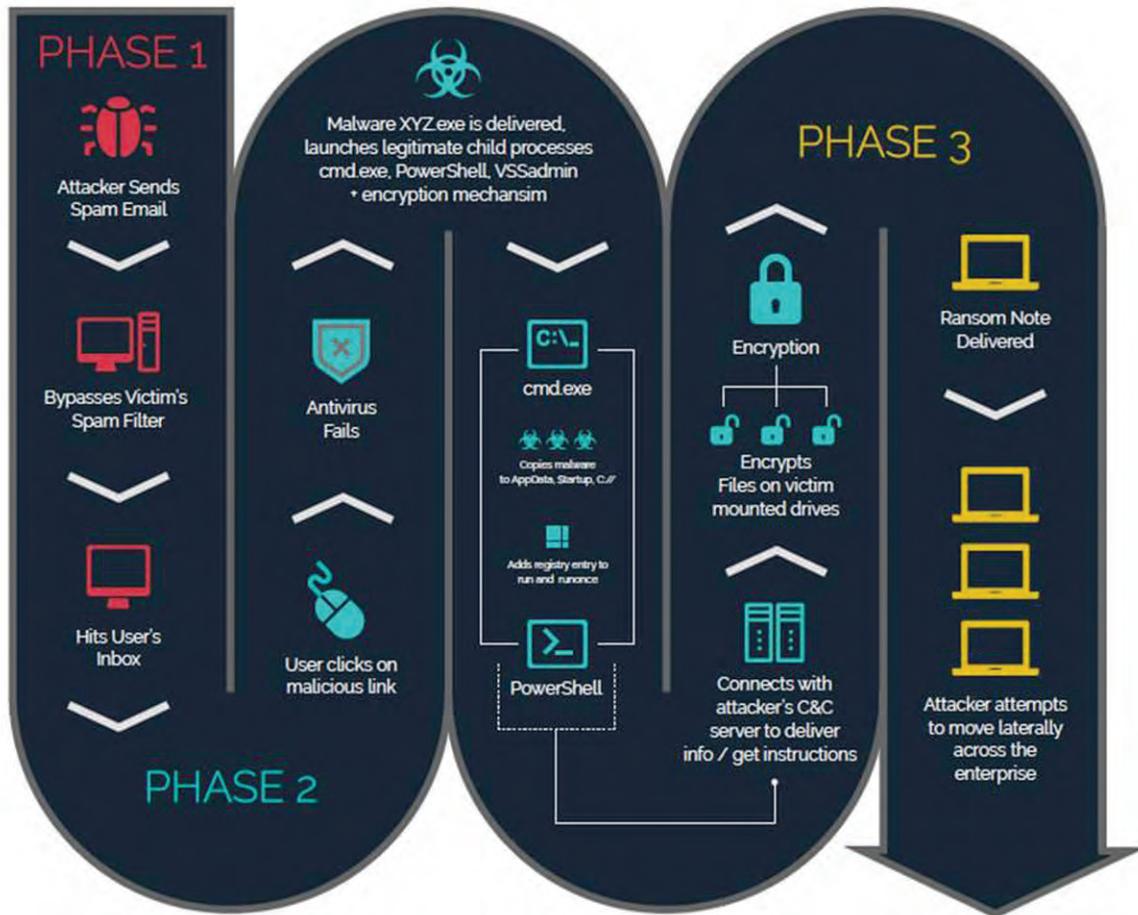
## Please Remember!



Do not open emails from strange or unfamiliar addresses, this can even be expanded to addresses you do recognize if the subject or content of the email is unexpected or contains suspicious attachments. Even trusted emails or newsletters can be spoofed or imitated to appear legitimate or worse be compromised.



Do not download software or documents, especially from torrent site. These ransomware programs can be disguised within Microsoft Word attachments and are activated through macros in the Word document!



# Malware information you need to know

By Josh Quesnelle

Malwarebytes (a leading cybersecurity company) has released their annual report on malware for 2017. The report highlights past year's trends, identifies current threats and forms of malware which includes their predictions for 2017. As you have heard repeatedly ransomware is increasing in popularity given how easy it is to set up. Please see the below charts indicating the increase in ransomware distribution between January and November of 2016:

That said we should still be aware of the other forms of malware which include: ad fraud malware, botnets & smartphone malware. These programs are used to gain unauthorized access to business/personal information and steal it.

**Botnet:** private computers already infected with malicious software that are used to send out spam and other cyber threats. With new technology allowing us to connect everything to the internet the botnets can now attack devices such as internet connected thermostats, home security cameras and there is even the concern that eventually criminals will be able to access vehicles remotely.

**Smartphone Malware:** primarily used to access identity and personal data available on mobile smartphones. Many people use their smartphone as their primary source of communication and for completion of day-to-day tasks; the data stored on the phone is incredibly valuable to cybercriminals such as banking, contact & identity information. This malware can be installed when a compromised application is installed on the phone. Malwarebytes offers a free virus protection application, which is available in both the Play Store (Android) and App Store (iOS). <https://www.malwarebytes.com/mobile>

## 2017 Predictions:

Ransomware is expected to hold its position as a dominant tool used by cyber criminals with a few main programs primarily being used. This area of cybercrime is expected to see an increase in new versions of ransomware, as 60% of the ransomware versions detected at the end of 2016 were less than one year old.

Malwarebytes has also predicted that that the intensity with which these programs infect systems will increase. Some newer ransomware versions are not only locking access to files, but also attacking the system operations. "Wanna Cry" is the most recent and the most notorious ransomware to infect many computers worldwide and demand money for decryption. Microsoft has patches and KCCU has security to prevent these infections, but your home computer is vulnerable, so be careful. If you don't recognize it, don't click on it!

As always:



Do not open emails from strange or unfamiliar addresses, this can even be expanded to addresses you do recognize if the subject or content of the email is unexpected or contains suspicious attachments. Even trusted emails or newsletters can be spoofed/imitated to appear legitimate or worse be compromised.



Do not download software or documents, especially from torrent site. These ransomware programs can be disguised within Microsoft Word attachments and are activated through macros in the Word document!

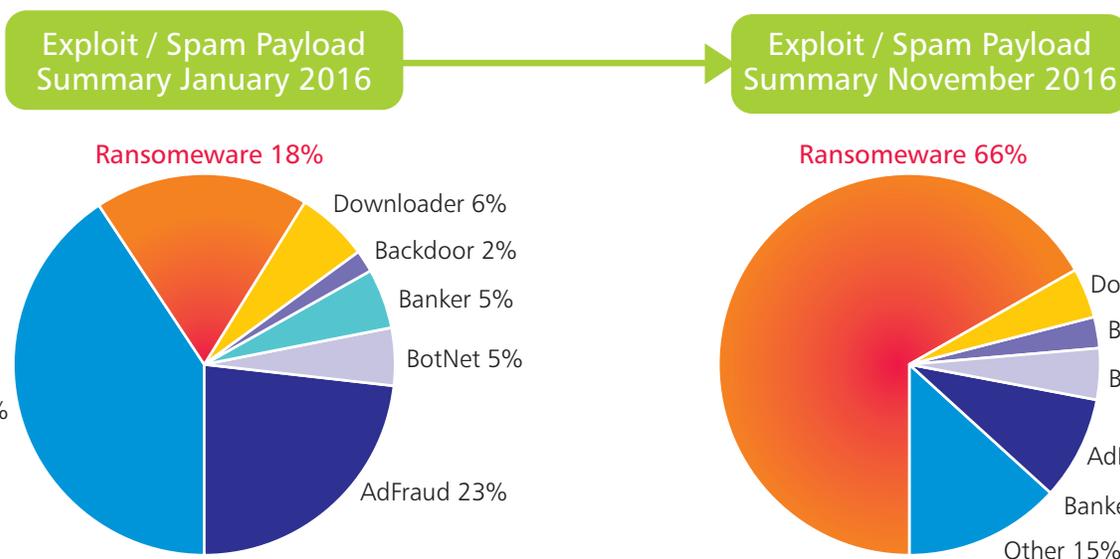


Fig. 1  
January 2016 Payloads

Fig. 2  
November 2016 Payloads



You are invited to an Exclusive 2 day event for KCCU Members at Gan Chev • Buick • GMC • Cadillac!

To check the selection of pre-owned vehicles: Google Gan Chev or www.getgm.com

Finance your car through two of the most trusted local businesses!

Trade-ins welcome!

There will also be a BBQ with hot dogs, burgers and drinks !

Not in the market for a new car? Share this Invitation with a friend or family member and become a member of KCCU! Call us or email us if you have any questions? kccu@kccu.ca



439 King St. E. • Gananoque • (888) 245-4574

Two KCCU lenders will be ON SITE to provide on the spot Approvals Thursday July 27th (9am-7 pm) & Friday July 28th (9am- 5 pm).

KCCU & GAN CHEV are working together to bring members of KCCU an unprecedented value for a two day member invitational sale. Deals will be advertised on-line, through the GAN CHEV-BUICK App, on social media and in branch at your local KCCU office and throughout the community.

Co-operation Pays!

KCCU & GAN Chev-Buick combine to offer you extra \$500 off of your already aggressively-priced vehicle and a special rate as low as 3.99%\*OAC on your quality pre-owned vehicle.

That means you will have payments as low as \$84.91 Bi-weekly over 5 years for a \$10,000 loan (\$169.82 Bi-weekly for \$20,000 over 5 years). Warranty and insurances.

It will be busy! So call to schedule an appointment today!



Downtown
18 Market St., Kingston ON K7L 1W8
Telephone: (613) 549-3901
Facsimile: (613) 549-6593

Kingston West
795 Gardiners Rd., Kingston, ON K7M 7E6
Telephone: (613) 384-5555
Facsimile: (613) 384-9456

Kingslake Plaza
1201 Division St., Kingston ON K7K 6X4
Telephone: (613) 531-6056
Facsimile: (613) 531-8248

KGH Branch:
76 Stuart St., Kingston, ON K7L 2V7
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