

Firefighters' Branch

Health Branch

Hydro Branch

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**Tax Free Savings Account
2.25%**



Notice of 61st Annual General Meeting

April 9, 2010

Churchill Senior Centre
345 Richmond Road, Ottawa, ON

Reception: 5:00 pm
Business Meeting: 6:00 pm

The Purpose of the Meeting is:

- To receive the Audited Financial Statements of the Credit Union
- To receive the Report of the Auditor
- To receive the Report of the Audit Committee
- To appoint Auditors for the current year
- To elect Directors for terms expiring on the Board of Directors
- To approve By-law changes

On March 26, 2010 copies of the Audited Financial Statements, the Auditor's Report, the Report of the Audit Committee and the proposed changes to the Credit Union By-laws will be available at the Credit Union Office and on our website at www.frontlinefinancial.ca

Car Loans



From
4.75%

Time For Some New Wheels?
Check out our New or Used Car Loans

Make Your House a Home with a Renovation Loan



We have many Options to Choose From

RRSP versus TFSA - Is it better to contribute to a RRSP or a TFSA?

It is much easier to figure out whether contributing to an RRSP is better than a TFSA because it largely depends on just two variables: the tax rate at which contributions are made and the tax rate during the withdrawal phase. If the two tax rates are identical, the TFSA is a better option because it is more flexible and withdrawals do not affect your taxable income.

A lot of members will fall in the category where their tax rates in the accumulation phase are higher because they are in their peak earning years and are paying the highest tax rates of their working life. When they are retired, they will be paying much lower taxes. Since their contribution tax rate is much higher than the withdrawal tax rate, a RRSP contribution is likely to be the best option. For the few who pay a higher rate in their withdrawal years than in their contribution years, a TFSA is probably the better option.

Also, all retirees should take advantage of the TFSA as most of them are no longer able to contribute to a RRSP. This may be their only tax savings vehicle. Furthermore, all investment income such as interest on term deposits and bonds, capital gains and dividends are all tax sheltered. You pay no taxes on any income. Now that's a great deal!

Some differences:

	TFSA	RRSP
Contributions	Not tax deductible	Tax deductible & reduces income for tax purposes
Withdrawals	Tax free	Added to income & are taxed at current rates

Submitted by: Jean Pagé, Wealth Manager

TFSA Investment Options

Something like 90% of TFSAs opened last year were savings accounts or GICs; perhaps because the "S" stands for Savings. People don't realize that it could just as easily be an "I" for Investment: i.e. a Tax Free Investment Account or TFIA that could hold mutual funds, exchange-traded funds, stocks or bonds. All of these investment possibilities are available here at Frontline Financial Credit Union.



The Ottawa Fire Fighters Community Foundation

Memorial and 'Brick' Program

History

Since 1877, there have been 28 Line of Duty Deaths in the Ottawa Fire Service. Each of these Firefighters gave up his life in the service of the Ottawa community. Each of them likely was eulogized and recognized at his funeral service. Then, life went on.



History and Present Day

On September 11, 2009 the Ottawa Fire Fighter Memorial was officially dedicated at city hall. Part of the ceremony included the blessing of the memorial and site, thus recognizing it as a place of reverence.

Deceased Firefighters will have a permanent plaque dedicated to him and affixed to the Maltese Cross at the base of the Firefighter statues. In this way, we hope to assist families, colleagues and the community at large in remembering the legacy of these men who sacrificed so much.

Brick Program

Many active, retired and deceased Ottawa Firefighters will have their names mounted on a Donor Wall at the Memorial. They or their families have shown their support for the Memorial project and have purchased a 'Brick' to be incorporated in the wall.

These 'Brick' purchases are actually donations, which are a very important source of funding for the project.

Won't you consider helping us to fund the Memorial?

- For \$1,000, you get your name mounted permanently on the Donor Wall
- You also get an official tax receipt, which allows you to deduct the donation when filing your income tax return
- You can also get an interest-free loan for the 'Brick' from Frontline Financial Credit Union
- Or, you can purchase the 'Brick' by credit card and collect points

To purchase a Brick you can drop by Frontline Financial in person. Or, you can call or E-mail the following:

David Smith – Fundraising Chair Tel: 613-824-5684

E-mail: dasmith@sympatico.ca

Brian Conway – Treasurer

Tel: 613-824-0916

E-mail: brian.conway061@sympatico.ca

Remember, the Ottawa Fire Fighter Memorial is for Ottawa Firefighters.

Protecting your Personal Information Against Fraud

Identity Theft: Tips that will help minimize your risk.

1. Before you reveal any personally identifying information, find out how it will be used and if it will be shared.
2. Pay attention to your billing cycles. Follow up with creditors if your bills don't arrive on time.
3. Guard your mail. Deposit outgoing mail in post office collection boxes or at your local post office. Promptly remove mail from your mailbox after delivery. Ensure mail is forwarded or re-routed if you move or change your mailing address.
4. Utilize passwords on your credit card, bank and phone accounts. Avoid using easily available information like your mother's maiden name, your birth date, the last four digits of your SIN or your phone number.
5. Minimize the identification information and number of cards you carry.
6. Do not give out personal information on the phone, through the mail or over the internet unless you have initiated the contact or know whom you're dealing with.
7. Keep items with personal information in a safe place. An identity thief will pick through your garbage or recycling bins. Be sure to tear or shred receipts, copies of credit applications, insurance forms, physician statements and credit offers you get in the mail.
8. Give your SIN only when absolutely necessary. Ask to use other types of identifiers when possible.



Be cautious of "too-good-to-be-true" offers. Be smart, take the necessary time to research. Sometimes, it is just safer to ignore a good offer when you cannot validate it. For more information visit

www.phonebusters.com.



Go Green

Sign up for E-Statements

Save the Environment and get a little extra too.

Coming soon - Your cancelled cheques will be available to view online with your chequing statements.

Sign up today!

Important Notice



**Point of Sale
Limits reduced
to \$1,000**

To be more in-line with Industry Standards and to reduce potential fraud losses we will be reducing our daily limit for Point of Sale transactions on MemberCards to \$1,000. This limit will become effective March 31, 2010. Anyone with limits below \$1,000 will not be affected. If you have any questions please contact us at 613-729-4312.

Branch Locations and Hours

Firefighters' Branch

365 Richmond Road, Ottawa 613-729-4312
Mon - Fri 9:00 am - 4:00 pm (Thurs 6:00 pm)
Sat: 9:00 am - 1:00 pm - **Full Service 24 Hour ATM**

Health Branch

Ottawa Hospital - Civic Campus
1053 Carling Ave., Ottawa 613-761-4737
Mon - Fri 9:00 am - 4:00 pm

Hydro Branch

3025 Albion Road, Ottawa
613-729-4312
By Appointment

Telephone Banking: 613-722-4321

Internet Banking: www.frontlinefinancial.ca

Dates to Remember

- Good Friday - April 2, 2010 - closed
- Annual Meeting - April 9, 2010

Spread the Word - Membership open to Family and Friends

Putting members first - that's what we're all about.

Thanks to 61 years of member loyalty our Credit Union has grown from 30 members to 4300 members and over 90 million dollars in assets. Our members have come to expect the very best in products and services all at competitive rates. If you like the service that we offer spread the word. Tell your family and friends - we'd love to have the referrals. There's no better compliment!



Whether it's investing for your retirement, building your dream home or saving for your child's education - we've got it all!

Mini Survey

On a scale of 1 - 5 please rate the following (1 being the lowest score and 5 being the highest score)

- | | Poor | | Average | | Excellent |
|--|------|------------------------------|---------|-----------------------------|-----------|
| 1. How would you rate the overall service you receive from the Credit Union staff? | 1 | 2 | 3 | 4 | 5 |
| 2. How would you rate our service compared to other Financial Institutions? | 1 | 2 | 3 | 4 | 5 |
| 3. Would you recommend the Credit Union to others? | | <input type="checkbox"/> Yes | | <input type="checkbox"/> No | |
| 4. Did you know that we offer free youth accounts to members under 25 years of age | | <input type="checkbox"/> Yes | | <input type="checkbox"/> No | |
| 5. Have you ever referred someone under the age of 25 to the Credit Union? | | <input type="checkbox"/> Yes | | <input type="checkbox"/> No | |

If you answered "No" please tell us why _____

- | | | | | | |
|---|--|------------------------------|--|-----------------------------|--|
| 6. Have you ever referred Family or Friends over the age of 25 to the Credit Union? | | <input type="checkbox"/> Yes | | <input type="checkbox"/> No | |
|---|--|------------------------------|--|-----------------------------|--|

If you answered "No" please tell us why _____

- | | | | | | |
|---|--|------------------------------|--|-----------------------------|--|
| 7. Now that you know Family and Friends are welcome would you refer them? | | <input type="checkbox"/> Yes | | <input type="checkbox"/> No | |
|---|--|------------------------------|--|-----------------------------|--|

If you answered "No" please tell us why _____

Comments/Suggestions: _____

Thank you for completing our survey - we really do value your opinion. Please drop off your completed survey at any branch. Your name will be entered into a draw. You may also call in your results to 613-729-4312 or fax 613-729-5075 if it's more convenient.

Name: _____ Telephone #: _____ Branch: _____