A Recipe for Success.
What is our recipe for success? It’s over 250 dedicated staff members, who always go the extra mile to serve our members’ best interests. It’s a network of Branch Delegates and a Board of Directors who continually push us to go further, think bigger and do more for our neighbours. It’s putting dollars back into the communities we live and work in, so we can all share in the success of banking local. It’s over 50,000 members strong and growing; people from all walks of life and local businesses who’ve embraced a better way to bank. The Northern Way.

Building financial futures together – that’s our recipe for success. This booklet will help you taste it.

When we look back at the many achievements of 2011, it all came down to the recipe. Coming out of a successful year in 2010, we were all keenly focused on coming up with the right formula to encourage Northern Credit Union’s continued growth and positive member experiences for the next several years. And to help us achieve that, we needed to put all the right ingredients to work.

As you know, certain ingredients can be finicky to work with. That was certainly the case with our banking platform conversion, which surely wasn’t without the bumps and bruises you’d expect from such a large project. But care of all the hard work and commitment shown by our staff, we pulled it off together.

Thanks to the conversion, we are now able to provide our members with the best customer service, security and access to products available in the market today. Simply put, our staff has been given all the tools they need to provide personalized advice and solutions based on a member’s complete financial picture. In an industry that’s often more concerned with numbers than the people behind them, this is something we’re truly proud of.

Moving forward, we have set the groundwork to earn more of our members’ trust and consequently, their business. Switching to the new name “Northern Wealth Management” in 2012, our financial planning arm will continue to introduce a growing number of members to the bright future we can build together. We will continue to partner with local businesses, and give everything we can to support the health and well-being of the communities we serve. And of course, we will continue to do everything we can to help our members navigate the confusing financial times we face today.

Stronger member partnerships, better service, ongoing Director training and a Board that’s focused on the future – these are just some of the many highlights you can look forward to for 2012 and beyond. Top to bottom, we’ve got all the right ingredients on the table. Now, it’s time for us to get cooking!

**A MESSAGE FROM OUR PRESIDENT AND CEO – AL SURACI**

Food for Thought.

What is our recipe for success? It’s over 250 dedicated staff members, who always go the extra mile to serve our members’ best interests. It’s a network of Branch Delegates and a Board of Directors who continually push us to go further, think bigger and do more for our neighbours. It’s putting dollars back into the communities we live and work in, so we can all share in the success of banking local. It’s over 50,000 members strong and growing; people from all walks of life and local businesses who’ve embraced a better way to bank. The Northern Way.

Building financial futures together – that’s our recipe for success. This booklet will help you taste it.

**Ingredients:**
- 1 1/2 Tablespoon Olive Oil
- 1/2 Cup Onion, chopped
- 3 Garlic Cloves, minced
- 3-4 Anchovy Fillets, chopped
- 1 Can Italian Plum Tomatoes (14oz.)
- 1 Cup Black Olives, pitted
- 1/4 Cup Capers
- 1/2 Tsp. Dried Basil & Red Pepper Flakes
- 1 Lb. Spaghetti, cooked to al dente

1. Heat oil in a large skillet over medium high heat. Add the onion and sauté for about 6 minutes, then add the garlic and cook for another 2 minutes or so.
2. Stir in the remaining ingredients (but not the pasta) and simmer gently until thickened, 25-40 minutes.
3. Season to taste, toss with cooked spaghetti and serve.
Canada-Wide ATMs

65 Salls St. (807) 886-2247
186 Main St. (705) 842-3916
612 Second Line W. (705) 942-2333
34 Birch St. (705) 864-1841
289 Hillside Dr. S. (705) 848-7129
432 Boundary Rd. E. (613) 732-9967

FINANCIAL BOOT CAMPS

10 Vaughan St. (705) 858-1711
1193 Richard St. (705) 246-3081
13 Government Rd. W. (705) 567-3254
22172 Hwy. 17 (705) 843-1169

NORTHERNCENTS.CA

87 Deep River Rd. (613) 584-3355
280 McNabb St. (705) 949-2644

Online & Mobile

With over 8,000 Exchange ATMs across Canada, you don’t have to pay any added fees to access your money. Whatever you happen to be doing, visit www.the-exchange.ca for the ATM nearest you.

By Phone

You can always bank by phone 24/7, or you can call your branch during open hours and deal with someone who knows you well. Either way is fine by us.

CONVENIENCE.

From Thunder Bay to the Ottawa Valley, we’ve made it convenient for members to bank across rural settings, growing townships and busy city streets. In Sault Ste. Marie, the design of our flagship branch on McNabb Street inspired a shift towards a more casual, open banking atmosphere. In Thunder Bay, our move from Frederica to Arthur Street is the latest example of this shift, complete with a drive-thru ATM and a sit-down teller wicket for added comfort. And with our successful transition to a new advanced banking system, you can expect even more from Northern.

WHERE IT COUNTS.

With convenient locations in every community we serve, Northern makes it easy to put a face to your banking. Whenever you happen to be.

GET THE BOOK

Packed full of tips and strategies for financial success, Northern Cents is a 68-page guide for managing virtually every aspect of your money. Get your copy free at any Northern Credit Union branch.

FINANCIAL BOOT CAMPS

Gathering members in an open forum, we provide step-by-step financial seminars on a wide variety of topics, including retirement strategies, investing and debt reduction. Ask your local branch for details.

NORTHERNCENTS.CA

Bringing our communities together in one place online, Northern Cents provides an outlet for our members and their branches to ask questions, share insights and otherwise connect with each other.

What can we do to earn more of your business?

That’s the question we’re posing in 2012, and it’s something we hope to answer with every positive service experience, piece of advice and product we offer. Understanding that many of our members have accounts with other financial institutions, it’s up to us to prove that we’re better – one member at a time.

MEMBERSHIP IS OWNERSHIP

As a member of Northern Credit Union, you’re also an owner. Members elect Delegates to represent their branch at the credit union’s Branch Annual Meeting, who go on to elect the Board of Directors at the Annual General Meeting, who in turn hire the Chief Executive Officer. In the end, everyone plays a hand in steering the credit union in the right direction.

MEMBERS PROFIT FROM OUR GROWTH

Unlike the banks, our profits aren’t hoarded away in a giant vault – they’re used to help grow the credit union and give back to the communities we serve. In turn, the growing strength of our membership has made it possible for Northern to offer some of the best mortgages, loans and investment products around. As members continue to move more products over and new members sign up, the benefits of belonging to Northern Credit Union are only getting better.

SUCCESS ISN’T THE ONLY THING WE SHARE

From providing one-on-one strategies for investing, saving and reducing debt, to continuing with the hugely successful financial boot camps that have helped so many of our members grow; our investment in financial literacy continues to pay dividends for everyone involved. Here are three ways to feed your brain:

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When I joined Porcupine Credit Union back in 1968, I liked the service so much that I joined the Board. Merging with Northern Credit Union in 1985, I liked the service so much that I just kept going. We’ve been with this credit union for over 40 years now, and two of the ladies here have been around for 35 of those years. You just can’t find service like this anymore. We feel right at home.

“We’ve been with the credit union since 1968. I think that says it all.”

Nick Jackie
Timmins Branch

When I joined Porcupine Credit Union back in 1968, I liked the service so much that I joined the Board. Merging with Northern Credit Union in 1985, I liked the service so much that I just kept going. We’ve been with this credit union for over 40 years now, and two of the ladies here have been around for 35 of those years. You just can’t find service like this anymore. We feel right at home.

Nick Jackie
Timmins Branch

What’s Cooking at Home?

Ingredients:
- 3 Chicken Breasts (Boneless & Skinless)
- Small Bottle of Catalina Dressing
- Pkg. Dry Onion Soup Mix
- Can Cranberry Sauce (14oz.)

Directions:
1. Wash and pat chicken dry, then place in roasting pan.
2. Mix together Catalina dressing, dry onion soup mix and cranberry sauce, then pour over chicken.
3. Cover roasting pan with lid and bake at 350 degrees for 1.5 hours or until chicken is done. Serve with rice.

Catalina Chicken

The average Canadian today saves little more than 3% of their annual income. By showing you how to make small changes in your life and moving more of your debt into better products, we’ll help you build the kind of savings account that’s anything but average.

- Chequing Accounts
- High-Interest Savings Accounts
- Tax-Free Savings Accounts
- U.S. Funds Accounts
- Mortgages
- Lines of Credit
- Basic & Specialty Loans
- RRSPs
- RRIFs
- RESPs
- Term Deposits & More

With the trends we’re seeing today, lending products aren’t likely to lose popularity anytime soon. Working together, we can help you plan for (and pay off) life’s big moments - from mortgaging your home, to preparing for the unexpected.

Whether you’re planning for retirement, sending the kids to college or just looking for ways to make your money work harder, our financial planners can show you more than a few ways to balance today’s needs with tomorrow’s goals.

PERSONAL BANKING AT NORTHERN.
Will Europe’s debt crisis be resolved in 2012? Probably not. Will this election year in the United States spark optimism or pessimism in global markets? It’ll definitely be one of those two. As much as we all like to predict the future, all we can change is what’s happening right here at home. Now more than ever, choosing the right ingredients for your success is key. And that’s precisely where we come in.
“Our business relationship with Northern Credit Union can be summed up in one word: fantastic.”

In the five years we’ve been with Northern, their services and fees have been nothing short of amazing. They’re always coming up with ideas to help our business, from direct-debited accounts to credit solutions that have really worked for us. It’s always a pleasure to go into the credit union and deal with everyone, and we’ve honestly enjoyed every aspect of our relationship.

Jennifer & Steven Dashnay
KILLALOE FRESHMART - PEMBROKE BRANCH

Ingredients:
- 1 1/2 cups warm water (105F-115F)
- 1 package (2 1/4 teaspoons) of active dry yeast (check the expiration date on the package)
- 3 1/2 cups bread flour (bread flour will give you a crisper crust)
- 1 teaspoon sugar

Crockpot Cider Pork Stew

1. Combine 3 tbsp. flour, salt, thyme and pepper, then toss with cubed pork.

2. Put carrots, potatoes, onion and apple in cooker. Top with meat cubes, then combine apple cider with vinegar and pour over meat. Cover and cook on low for 10-12 hours.

3. Turn cooker to high. Blend 1/4 cup flour with 1/2 cup cold water and mix well. Add to liquid in crockpot, cover and cook 15 minutes (or until sauce is thickened). Season and serve!

Dollars to Doughnuts.

BUSINESS BANKING AT NORTHERN.

As the go-to financial partner for hundreds of local businesses large and small, Northern Credit Union is no stranger to the unique challenges faced by owners in these tough economic times. Working together, we’ve helped businesses ride their ups and downs many times over, and we’ve never left their side. Because when you’ve got the right people in your corner and the right products to serve your business, success becomes much easier to focus on.

1. Wash and pat chicken dry, then place in roasting pan.
2. Mix together Catalina dressing, dry onion soup mix and cranberry sauce, then pour over chicken.
3. Cover roasting pan with lid and bake at 350 degrees for 1.5 hours or until chicken is done. Serve with rice.

Northern Operating Line of Credit
Credit when you need it, with highly competitive rates and no set minimum or maximum loan amounts.

Northern Term Loans
Get your one and two-year fixed rate loans with multiple payment schedules and terms to choose from.

Commercial Mortgages
The personal advice you need, as well as local approvals by people who understand your business.

Electronic Merchant Services
Accept all of your customers major credit and debit cards electronically.

Business MasterCard™
Improve cash flow, consolidate your business purchasing and simplify your expense management.

Ceridian HR & Payroll Services
Manage everything between hiring and retiring, including payroll and small business HR consulting.
“In the six years I’ve been with Northern, their advice has made all the difference in the world.”

Loans, mortgages, investment advice, strategies for growing my savings and paying off debt – over the years, Northern has always been there for me. This last year alone, they helped me save up $8000, just from making small changes in my life. Thanks to them, my wedding’s almost paid off and it’s not for another 6 months! They just make you feel like family.

Peter Grey
SAULT STE. MARIE - MCNABB ST. BRANCH

Success: What’s in Your Recipe?

A NORTHERN PLAN CAN HELP.

When you combine challenging markets with a cookie-cutter approach to financial planning, all you get is a bad taste in your mouth. At Northern Credit Union, a good financial plan begins and ends with you – from your current savings and debt load, to your future investment goals and plans for retirement.

Understanding that no two people are alike, every Northern Plan is built from the ground up. Working with one of our expert Northern Guides, you’ll develop a plan that balances the needs of today with your goals for tomorrow, leaving room to enjoy your life, as well as everything it throws at you.

Net Worth

Innovations, lifestyle, assets, life insurance, liabilities - updated annually, your Net Worth statement should provide you with a taste of where you’re at and where you’re going.

Cash Flow

Includes employment and investment income, less lifestyle expenses, taxes, employment/business expenses, debt expenses and a budget for getting to the point where you spend less than you earn. This is your management tool.

Retirement

Includes retirement goals, life expectancy, annual needs at retirement, inflation allowance, return rates, available assets, assumed savings and required savings. This is your path to tomorrow.

Action Plan

This includes all the steps you need to take to fix or maintain your Net Worth, Cash Flow and Retirement Plan.

RRSPs

At Northern, we don’t believe in a “set it and forget it” strategy when it comes to investing in your retirement. Together, we’ll develop a strategy that evolves over time and makes the most out of every opportunity.

RRIFs

When it’s time to retire, your Northern Guide will work with you to navigate the various tax implications and keep your money growing by transitioning to Registered Retirement Income Funds (RRIF).

RESPs

With tuition on the rise (yearly), it’s never too early to start saving for your child’s education. By taking advantage of every available government contribution and program, we can help you build your RESP faster.

TFSAs

With no taxes on gains, too many people are letting their available TFSA contributions go to waste. We can introduce you to a number of investment options, and show you how to make a TFSA really work for you.

START WITH A FREE, COMPREHENSIVE FINANCIAL REVIEW.

How are you doing financially? If the answer to that question is “I have no idea,” we can help. Just book a free financial review at a Northern Credit Union branch near you, and get the full story on your current savings, debt load and overall investment strategy. You’ll be glad you did.

Grandma D’s Banana Bread

Ingredients

- 3 Large Bananas
- 3/4 Cup White Sugar
- 1 Egg
- 1/3 Cup Oil

Instructions

1. Mash 3 large bananas with 3/4 cups white sugar
2. Add the egg and 1/3 cup of oil. Mix until smooth, then sift in 1 1/2 cups of flour, 1 tsp. baking soda, 1 tsp. baking powder and a pinch of salt.
3. For a dozen muffins, bake at 350 degrees for 20 minutes. For a loaf, bake at 325 degrees for 30 minutes.
“Thanks to hearts the size of Northern Credit Union, we’re improving the health of our local communities.”

Over the last five years, Northern Credit Union has donated more than $30,000 in support of Heart & Stroke projects in Ontario. With their help, we’ve been able to keep our free community blood pressure program operational, while putting more money into vital research and resources that are saving lives in our communities.

Dan Ingram
HEART & STROKE FOUNDATION OF ONTARIO

COMMUNITY PARTNER

Apple Blueberry Compote

Ingredients:
- 4 Apples (about 1 lb), peeled and cored
- 3 Tbsp. Pure Maple Syrup
- 3 Apples (about 1 lb), peeled and cored

2 Tbsp. Pure Maple Syrup
3 Apples (about 1 lb), peeled and cored

2 Tbsp. Pure Maple Syrup
3 Apples (about 1 lb), peeled and cored

1. Cut apples into 1/2 inch chunks and place in saucepan. Add orange juice and bring to simmer over medium heat. Cover and simmer for 20 minutes. Uncover and continue to cook until apples are tender. Remove from heat and let cool.

2. While apples are cooking, prepare filling. In the 4 cups of apple mixture, add the remaining apples and brown sugar. Stir well and let cool.

3. Place the apples in a 9-inch pie plate. Place the filling on top of the apples. Bake at 350°F for 15 minutes. Serve warm.

CAPREOL

Project Success, Teaching, Learning & Reaching: An Interview with Mr. John Horgan, Capreol Public Library

Our Community: A Night in Capreol

1. Cut apples into 1/2 inch chunks and place in saucepan. Add orange juice and bring to simmer over medium heat. Cover and simmer for 20 minutes. Uncover and continue to cook until apples are tender. Remove from heat and let cool.

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KIRKLAND LAKE

Our annual Charity Golf Tournament raised over $6500 for the New North Bay General Hospital’s MRI unit, we...
A Winning Recipe.

A MESSAGE FROM OUR BOARD CHAIR – MAC DAVIDSON

2011 was another incredibly active year for Northern Credit Union and its Board. We’re given the responsibility of governing the credit union, and we take dealing with your money very seriously.

Because well-trained Directors make better decisions for their members, the Board made training a high priority in 2011 and will continue to do so. Northern is now on the leading edge of Director training, and we’re wholeheartedly on board with putting more of our energy into education and future strategic thinking.

In 2012, we want all of our members to know that Northern is worthy of your trust and has the expertise to be the financial institution for all your needs.

A major focus for us now and in the future will be Northern Credit Union’s growth, and we believe the best way to grow is to provide you with more of the services you need and want. Many of our members have products with other financial institutions, and it will be up to us to do more in terms of informing you about the many products and services that make us better.

One major step in the right direction last year was the institution of our new computer banking platform. With this new platform up and running, we will be able to build better relationships with you, our members, and expand on the already stellar level of service that Northern can provide for you. That’s the real advantage of our new banking platform - the ability to work with you, make timely suggestions and respond quickly to your needs.

Last but certainly not least, I would like to express the Board’s appreciation for the work that our Delegates and staff do in each of our communities, growing the money they are given into larger donations, contributing to community organizations and being Northern’s ambassadors. You have made so much possible in the communities we serve, and you are the reason why our members consistently cite the quality of our service when asked what they like best about banking with Northern Credit Union.

This year promises to be an exciting one for the Board, our Directors, our staff and the members who inspire us to work harder every day. From the bottom of my heart, I truly believe that we have the winning recipe.

Mac Davidson | BOARD CHAIR

Let’s sit down together.

What can we do to earn more of your business? We can start by sitting down and having a good chat with you - sharing stories, advice and dreams for the future. We can introduce you to a full roster of products and services that fit your life perfectly, and we can go the extra mile to support you every step of the way. Seated side by side, we can build your trust as we build your financial future. Together.

WWW.NORTHERNCU.COM

Chunky Vegetable Bean Soup

Ingredients:
- 1 Large Onion, chopped
- 1 Large Potato, peeled and cubed
- 4 Cups Vegetable Stock or Water
- 1/2 Lb. Green Beans, cut into 1/2” pieces
- 1/4 Cabbage, sliced thin
- 1/2 Bunch Spinach, stemmed and sliced
- 1 Carrot, sliced thin
- 1/4 Cup Red Bell Pepper, chopped
- 1 Tsp. Dried Dill
- 1 Can Kidney Beans (540ml), drained

1. Place onion, potato and stock in a saucepan and bring to a boil. Reduce heat and simmer for 10 minutes.
2. Add celery, green beans, cabbage, spinach, carrot, red pepper, dill and kidney beans. Cover and simmer for another 10-15 minutes.
3. Season to taste with salt, pepper and cayenne. Enjoy!