



April 6, 2018

**FOR IMMEDIATE RELEASE**

**HAMILTON ON – Tandia welcomes a new Director at the 4<sup>th</sup> AGM**

Tandia's 4<sup>th</sup> Annual General Meeting took place on Tuesday April 3<sup>rd</sup>, offering members the opportunity to gather face-to-face with the Board of Directors and Senior Executive to review Tandia's activities and financial performance in 2017. It was Tandia's most successful year to date, not just financially, but also for several operational enhancements rolled out for improved member value and for continuing positive member survey feedback.

The meeting took place at the Burlington Convention Centre where members along with guests and representatives from many corporate partners received presentations from the Board Chair, Wayne Joudrie, President & CEO, Richard Davies and Senior Vice President of Finance and Administration, Sandy Alward.

A highlight of Mr. Davies' presentation was the sharing of 2017 Member Satisfaction Survey results showing that Tandia excels in a number of areas according to survey respondents. Tandia scored very highly in several member experience measures including, 'Fulfilling its goal of providing banking that we can all be proud of' (83%), 'Tandia's contribution to the local community' (87%) and 'Willingness to help when a problem occurs' (90%). Mr. Davies commented, "We will strive to continually improve these results, while providing sound financial advice and the best member experience possible." During her financial performance highlights presentation Mrs. Alward expressed, "Our fourth year of operations was our most successful to date and the future looks positive for 2018."



Results of voting for Directors which took place in advance of the Annual General Meeting from March 9<sup>th</sup> - 23<sup>rd</sup> were announced. From ballots cast both in-branch and online, **Ivana Fortino** and **Dan Popov** were re-elected and **Bruce Neville** (pictured left) from the former MemberOne Credit Union's Board of Directors was newly elected, all for a three-year term. Mr. Joudrie congratulated the election winners and expressed words of thanks and appreciation to Carol Churchward, who chose to step down from the Board, for her years of service and dedication to the Credit Union.

Members are encouraged to view or download our 2017 Annual Report from our website or pick up a copy at any branch location. The next Annual General Meeting will take place on Tuesday April 2, 2019.

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For more information, please contact:

Jane Morreale, Manager, Marketing & Communications

1.800.598.2891 ext. 1174

[jane.morreale@tandia.com](mailto:jane.morreale@tandia.com)

*Tandia Financial Credit Union is a cooperative financial institution with a vision to be the financial services provider of choice in its communities and a continued commitment to serve education and government employees in Ontario. Tandia partners alongside its members each and every day to help them build a healthy and prosperous future. With a branch network that extends from Brant County through Greater Hamilton, Halton and the GTA, Tandia serves 30,000 members, employs 150 staff and administers \$1.2 billion in assets.*