



CREDIT UNION

Be true to your money.™

OCTOBER - DECEMBER 2021

Quarterly Newsletter

You Innovate, So We Do Too: Online Banking For Small Business

Dina and Jack own and operate a small catering company in Ontario. When Covid restrictions hit the province last year, the couple was forced to shut its doors and lay off their staff. "It took us a few weeks and lots of panic, but we had to find a way to keep business going," says Dina. Like thousands of other small business owners across the country, the couple adapted on the fly and found creative ways to change their operating model. This kind of courage and innovative thinking is at the heart of small businesses in Canada, who also provide jobs for more than eight million Canadians every year¹.

Your Business Partner

At Rapport, we value the tenacity and innovative spirit of small and microbusiness owners like you, especially as you face the challenges of growing in a post-pandemic economy. Given all you do to continue strengthening our communities across Ontario, we're dedicated to helping you succeed and improve your financial wellness. Not only do we offer a wide range of services for our small business members, we've also introduced new online banking services specifically designed to meet your unique banking needs and challenges.

Whether you're a sole proprietor, partnership or corporation, these new small business online banking features can give you more time to put your focus where you need it to be - on building your business. They can also empower you to:

- boost efficiencies and streamline financial tasks
- control, protect and manage your business cash flow

CONTINUED ON NEXT PAGE >

Member Assistance

416.925.1107 | 1.888.516.6664 | help@rapportcu.ca | rapportcu.ca



OCTOBER IS SMALL BUSINESS MONTH

NEW

NEW PARTNERSHIP WITH
CARTE WEALTH MANAGEMENT
COMING JANUARY 2022.

Contact wealth@rapportcu.ca for more info



DELEGATES

There may be times when key employees or business partners need access to your online banking to take care of things like accounting, bookkeeping, payroll and bill payments. Our Delegates feature makes it simple to assign usernames, passwords and specific permissions in your online banking. This delegated access can allow viewing specified account details, creation of payees and initiation of transfers and payments. The protections built into this feature ensure that your accounts are secure; you must approve any transactions submitted by a delegate before they are processed.

DUAL SIGNATURES

If you have a business partner or key employee, you will appreciate the efficiency of our new dual signature option. One signer can initiate a transaction in online banking, such as a bill payment or transfer. The second will receive a text or email prompting them to log in to approve or reject it. This process is fully automated and very secure. These transactions aren't completed until approved by both parties, and every transaction is recorded. The Dual Signatures option can be easily enabled or disabled by you in online banking.

ACCOUNT CONSOLIDATION

Many small and microbusiness owners have more than one banking account, whether it's for business or personal chequing, savings or loans. Our Account Consolidation feature allows you to group multiple accounts under a single login rather than having separate personal and business logins. This means one sign in for all your Rapport accounts, transactions and balances in one place. You can also initiate transactions between your accounts, helping to simplify your cash flow process. This October as we celebrate Small Business Month, we recognize this may be a very challenging time for you. As part of our commitment to achieving healthy, sustainable futures together, we're here to make your comeback a little easier. Our new online banking features for small business is one way we are doing this. If you'd like to know more about the other ways we can help, connect with a Rapport financial advocate today at 1 888 516 6664 or help@rapportcu.ca. We're also here to support and cheer you on as you pivot into new opportunities for business success.

Financial Wellness

November is Financial Literacy Month. Since it's around the corner, and because your financial wellness is our focus, we would like to introduce a brand-new tool you can use to improve your financial wellness – the Progress Rapport Financial Wellness Measure. Financial wellness is a journey, not a destination, and focuses on your financial knowledge and skills (capability) and your ability to meet your day-to-day financial obligations (health). Knowing where you are in your journey is the first step to improving your financial wellness. Our financial advocates help you examine areas of your financial wellness, when it comes to budgeting, borrowing, and saving. By understanding these areas you can, tell where you are on your financial wellness journey – beginning, developing or achieving. Once you receive your score, you'll be provided with access to financial tools and resources that are designed to help you improve, uphold and safeguard your financial wellness. Not only will this tool help you, it helps us. Corporately, the results of the financial wellness measure will help us measure how successful we are at delivering on our vision and our mission of strengthening the financial capability and health of our members. We know it can be overwhelming to sit down and evaluate how you are doing financially, and that's why we want to remind you that your Rapport advocate will be with your every step of the way. Don't be surprised when we offer to walk you through the new tool, provide some tailored advice after reviewing the results, and share resources on topics that will improve your situation. If you'd rather complete the tool on your own in the comfort of your home, that's okay too! The Progress Rapport Financial Wellness Measure will be available on our website in November along with links to tools and resources that can assist you in improving your financial wellness. Even then, we're only a call, click or virtual visit away and always happy to reach out to have a conversation that brings you closer to where you want to be on your journey to financial wellness.



I wanted to reach out and tell you my thoughts on your staff - Karen and Gaston in Toronto. When Rapport took over I was not very happy. I was used to better customer service. I would like to say in the last year I am very pleased with the support from Toronto and locally. Locally I have always appreciated your team - it was trying to marry the products and get the online questions answered. Between Lisa, Kelly, Gaston and Karen things have been really smooth. Thanks for all you do to make this happen. It starts at the top!

- AS TOLD BY A RAPPORT MEMBER

Interac® Online

Members asked and we listened. In this year's Chequing and Access Survey, over 57% of members who answered 9 or 10 said online banking features were important to them and over 66% said it was important for a financial institution to keep up with the latest technology.

We're striving to improve your digital experience and recently introduced Interac® Online which is a secure and easy way to use your Rapport chequing or savings account to pay for your purchases when you shop online.

It's the ideal option if you:

- don't have a credit card
- are concerned about online security and fraud
- don't want to use a credit card
- want more control over your credit

Benefits of Interac Online

It's secure. With Interac® Online, your payments are processed using our secure online banking, which you already use and trust.

It's easy. There are no new accounts to set up and no passwords to remember. You use the same login information as your online banking. See the "How Interac® Online Works" section below for more information.

It's private. Concerned about your privacy? With Interac® Online, your financial data, card numbers and login information are never shared with merchants or any other third party.

It's fast. Shopping online is convenient and with Interac® Online, you can complete your purchase in just a few clicks.

How Interac® Online Works

When shopping online at any participating merchant, simply follow these five steps to complete your purchase with Interac® Online:

1. At the merchant's checkout screen, select Interac® Online as your payment method.
2. Choose Rapport from the list.
3. Log into our secure online banking.
4. Select the account you wish to use, and confirm the transaction.
5. Once the transaction is approved, you'll automatically be logged out and re-directed to the merchant's confirmation page.

Interac® Online is another step forward in improving your digital banking experience at Rapport by giving you new online payment options keeping your financial wellness in mind. Interac® Online is available to members who use online banking. If you would like to sign up for online banking or have any questions please feel free to contact our Member Assistance team at 416-925-1107, 1-888-516-6664 or help@rapportcu.ca.

* Trademark of Interac® Inc. Used under license.

NEW

MEMBER ASSISTANCE CONTACT
CENTRE HOURS MONDAY TO
FRIDAY – 8 A.M. TO 6:30 P.M.



Index-Linked Term Deposits

The best of both worlds?

If you'd like to enter the equity market but are concerned about its potential for volatility, then an index-linked term deposit might be a good choice for you. Think of it as a hybrid investment product. With a traditional term deposit, you invest for a set period with a secured rate of return, so you know what you'll make in interest over the time you've committed to. An index-linked term deposit is a fixed-term investment as well, but its rate of return is based on the performance of the stock-market index it's linked to.

How They Work

There are several types of index-linked investment products, but they share two things in common:

1. The rate of return is determined by the performance of the stocks or indexes the product is linked to.
2. No matter how the stock market performs, at a minimum, you'll get your principal back at maturity.

Key Benefits Of An Index-linked Term Deposit

- exposure to the Canadian S&P/TSX60 Index
- no cap on the potential return
- potential for higher returns based on stock market performance
- principal investment is guaranteed and protected
- no commission, administrative or management fees
- begin with as little as \$1,000
- eligible as Non-registered, TFSA, RRSP and RRIF investments
- multiple term options are available
- interest paid at final maturity

Potential Disadvantages

- should the market decline, the rate of return declines as well
- can be challenging to understand the performance of the underlying stocks
- gains considered income and taxed at your marginal tax rate
- you can't control when you sell, whether the market is declining or performing well

Is An Index-linked Term Deposit The Right Fit For You?

It's always wise to choose investments based on the advice of a trusted financial advisor. That being said, index-linked products may be a good fit if you're a conservative investor:

- with a medium to long-range investment time-range and does not require access to funds over the investment term
- who is interested in the potential for higher returns without risking your principal

Expert Advice

Whether it's achieving short-term goals or long-term financial freedom, the right investment product can make a big difference. But it can also be a bit challenging to understand what's best for you. That's what our RapportWEALTH team are here to do for you. No matter where you are on your financial journey, Rapport's Wealth Advisors are here to guide you with everything from simple advice to a plan tailor-made to your goals.

If you have questions about index-linked term deposits or would like to know more about how we can help you achieve the healthy, sustainable financial future you deserve, connect with a RapportWEALTH Advisor today.



5-year fixed mortgages as low as 1.99%*

Mortgages can be complicated.

Rapport is here to help.

Part of helping to ensure that our members look after their financial wellness is making sure they get the right mortgage. Your Rapport financial advocate will help you understand all the terms and conditions and potential fees, so you know how to make the right decision.

We're just a call, a click or a virtual visit away.

*On approved credit. Some conditions apply. Rates can change at any time.

rapport
CREDIT UNION
Be true to your money™