



# The North Word

SPRING 2023

## OUR DIAMOND ANNIVERSARY, CELEBRATING 75 YEARS OF SERVICE



Lauren MacVay  
President/CEO

Spring has sprung! This is the time of year we are all so grateful to see the snow melting and the flowers beginning to bloom. It's also a great time to remember just how much the True Crew appreciates all our member-owners. After all, our members are our mission. That mission has led us on an incredible 75 year journey of serving Alaskan communities by providing meaningful and innovative financial solutions. As we look to the future, we will continue to learn from our past experiences while planning for tomorrow's opportunities.

How did it all begin? On November 24, 1948, the first meeting was held in Juneau to lay the foundation for what would become the Territorial Employees Federal Credit Union. For the next seven decades the Credit Union would continue to grow and offer new services culminating with the True North you know today. There were, of course, countless challenges to overcome along the way. Nonetheless, our focus on serving the communities we call home has guided our decision-making and has never wavered. As we head into 2023, True North is financially strong and well positioned to continue to meet your saving and borrowing needs.

We've had a strong start to the year, wrapping up our most recent round of technology upgrades and completing a comprehensive card conversion. So what's our next step? Over the next few months we will be renewing our focus on community involvement. The True Crew recently helped raise awareness, and a few bucks, on **World Down Syndrome Day** by celebrating **Rock Your Socks** to support Down Syndrome families and we've also sponsored a number of youth sports programs.

Thank you to all our members for your continued support of True North.  
I hope you have a healthy and happy spring!



### BOARD OF DIRECTORS

- Christine Moleski, Chair
- David Teal, Vice-Chair
- Lillian "Lisa" M. Worl, Secretary
- Kim Garnero
- Karen Morgan
- Valerie Mertz

### SUPERVISORY COMMITTEE

- Elizabeth "Buffy" Pederson
- Josephine Stern
- Chris Letterman
- Amber LeBlanc
- Timothy Lewis

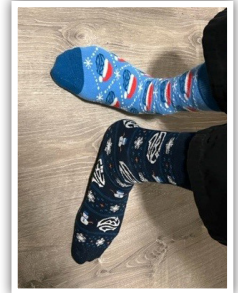
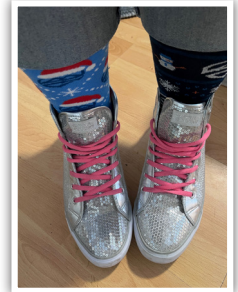
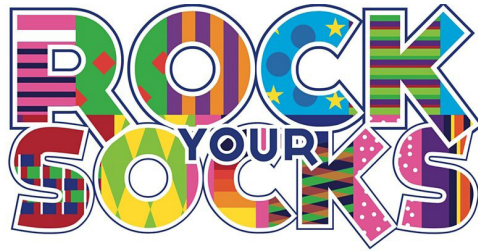
NOTICE OF

# ANNUAL MEETING

**MAY 17, 2023 • 5:30pm**

Watch our website for in-person and Zoom attendance information.

**March 21, 2023  
WORLD DOWN  
SYNDROME DAY**



**CONGRATULATIONS TO ALL THE WINNERS  
AND PARTICIPANTS OF THIS YEAR'S**



True North was honored to be one of the main sponsors.

Interested in learning more? Check them out at [juneausoccer.com](http://juneausoccer.com).

**COMMUNITY SUPPORT**

True North makes contributions to civic and nonprofit organizations, as well as recreational and charity events that serve our local communities. We support organizations that provide for the health, education and welfare needs of our members and potential members.

[Donation Request Form](#)



For several years, True North has partnered with the Financial Reality Foundation and volunteers from the community to provide a fun hands-on learning experience about life and money.

Would you be interested in volunteering a couple of hours to participate in this fast pace but fun filled event for our youth? Email us at [marketing@truenorthfcu.org](mailto:marketing@truenorthfcu.org).

# FINANCIAL WELLNESS

We partnered with MoneyEdu to provide you a **Financial Wellness Center**, offering education and tools on many aspects of money management. Creating an account isn't necessary, but will save your progress and open up additional content.

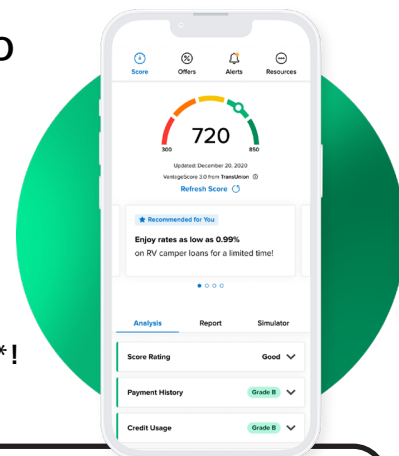
Visit our Financial Wellness Center

## A **SMART** way to manage your credit.

- Real-Time Credit Monitoring Alerts
- Credit Score Simulator
- Credit Score Education
- Credit Score Action Plan & More!

Enroll from your eBanking dashboard - look for the Credit Score widget! Best of all, it's FREE\*!

\*Data and other wireless carrier charges may apply



## CALENDAR PHOTO CONTEST!

True North is kicking off its annual photo contest on May 1, 2023 and the winning submission will be utilized for our 2024 Calendar! Photos could include Alaskan scenery and animal imagery. **True North will be awarding cash prizes to the top three prize winners.** Look for submission details and rules on our website on May 1st.

### ATTENTION FRAUD ATTEMPTS:

We have had reports of fraudsters claiming to be from True North calling about suspected fraud on an account and asking for members usernames.

This is not us and at no point will True North ever ask for your online banking username, password or one-time passcode.

**UNLEASH**  
the Power of Saving at Your Credit Union™

It is important for young Alaskans to learn about saving and money at a young age in order to help them build for the future.

Start educating your kids about money by opening a savings account at True North today.

### WE WILL BE CLOSED ON THE FOLLOWING BRANCH HOLIDAYS:

**Monday, May 29**  
Memorial Day

**Monday, June 19**  
Juneteenth

**Tuesday, July 4**  
Independence Day

**Monday, September 4**  
Labor Day

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Kim Garnero  
Karen Morgan  
Valerie Mertz

Lauren MacVay, PRESIDENT/CEO

#### BRANCHES:

Anchorage Branch  
907-771-4700, Fax 907-561-1538  
Foodland IGA Juneau Branch  
907-523-4700, Fax 907-586-1173  
Mendenhall Juneau Branch  
907-523-4700, Fax 907-523-4716  
Administrative Office - Juneau  
907-523-4778, Fax 907-586-8078

#### BRANCH MANAGERS

Josh Yelle, ANCHORAGE BRANCH MGR  
Chris Oeser, JUNEAU BRANCH MGR  
William Boothe, BUSINESS LENDING MGR  
Amy Tongsgard, MORTGAGE LENDING MGR

#### STATISTICS AS OF FEBRUARY 28, 2023:

Assets ..... \$204,370,638  
Loans ..... \$134,596,824  
Shares ..... \$184,202,742

#### TELEPHONE TELLER: (907) 523-4700

**24/7 LOANS:** Easy online application at [www.TrueNorthFCU.org](http://www.TrueNorthFCU.org)

**24 HR BILL PAY SUPPORT:** (866) 395-5336

**GENERAL E-MAIL:** [memberservice@truenorthfcu.org](mailto:memberservice@truenorthfcu.org)

**24/7 DEBIT/CREDIT CARD SUPPORT:** (866) 664-9364

**WEBSITE:** [www.TrueNorthFCU.org](http://www.TrueNorthFCU.org)

## Heat Pump Loan Program

True North has partnered with Alaska Heat Smart, a non-profit in Juneau, offering a unique pilot loan program to assist Juneau home owners with heat pump purchase and installation costs.



## Juneau Pilot App Program

True North is a sponsor of this pilot app program by JEDC to keep local dollars supporting local businesses and recirculate in our community. Pay with Local Dollars app and get cash-back on your purchases.

[Click to learn more.](#)



Photo taken by the True Crew



Federally Insured by NCUA | True North FCU NMLS # 440100



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