



SPRING 2025

The North Word

Spring has officially arrived



Lauren MacVay
President/CEO

As a member-owned and locally managed credit union, True North is committed to improving the economic well-being of our members, communities, and employees.



Our cooperative nature and community focus are woven into everything we do, making True North unique in the financial services industry.

True North demonstrates this difference in various ways, including competitive deposit and loan rates, as well as products and programs tailored to meet the specific needs of our Alaskan members. This year, we are excited to introduce several new mission-driven initiatives! We offer tuition for a Certified Financial Counselor program for interested staff, empowering them to help themselves, their families, and our members. Additionally, we are running month long fundraiser efforts to support local non-profits that play vital roles in our communities. **During the month of March, we raised**



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This commitment is at the core of our mission! Unlike for-profit institutions accountable to shareholders, we are answerable to our members—those who use our services. True



North takes this accountability seriously and embraces the credit union philosophy of **“People Helping People.”** This principle distinguishes credit unions from other financial service providers.

BOARD OF DIRECTORS

- Christine Moleski, Chair
- David Teal, Vice-Chair
- Mark Troupin, Secretary/Treasurer
- Valerie Mertz
- Alec Mesdag
- Justin McKoy
- Heidi Hansen

SUPERVISORY COMMITTEE

- Elizabeth “Buffy” Pederson, Chair
- Josephine Stern, Secretary
- Chris Letterman
- Amber LeBlanc
- Timothy Lewis

NOTICE OF

ANNUAL MEETING

WEDNESDAY, MAY 28, 2025 • 5:30pm

Click here to register to attend via Zoom or visit <https://bit.ly/2025TNFCUannualmtg>.

A heartfelt thank you to each one of you for helping us raise

\$5,327!

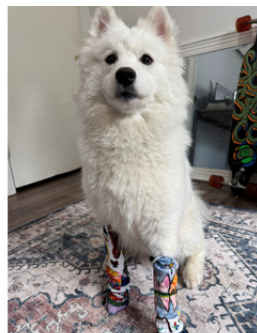


Your generous contributions will make a profound difference in the lives of individuals with Down Syndrome and their families.



We truly appreciate your support and commitment to this important cause!

TRUE CREW CELEBRATES ROCK YOUR SOCKS DAY ON MARCH 21st!



Message from the CEO

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\$5,327 for the Alaska Down Syndrome Network, an organization that holds special significance for some members of the True Crew.

We are also continuing to expand our **Be Prepared** resources. We began with **Emergency Preparedness** tools available on our website, providing guidance on steps to take before or after natural disasters. We have now expanded this to include a **Financial First Aid Kit** with checklists and worksheets so that if an emergency arises, your financial matters are organized and not adding to the stress. More resources will be added to our **Be Prepared** offerings in 2025 as we address **key life events** and how to prepare for them.



Furthermore, we have seen a significant increase in the use of our **Financial Wellness Center**, as members discover valuable resources on topics ranging from how to void a check to improving credit scores and planning for retirement.



These resources and **Be Prepared** tools are available to all, members and non-members alike, at no cost. Why do we provide these services at no charge? Because our mission is clear: we are here to improve the economic well-being of our members, employees, and communities!



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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

Chris Oeser, ANCHORAGE BRANCH MGR
Amy Tonsgard, MORTGAGE LENDING MGR

STATISTICS AS OF FEBRUARY 28, 2025:

Loans \$174,447,699
Shares..... \$206,957,983
Assets..... \$241,248,466

TELEPHONE TELLER: (907) 523-4700

24/7 LOANS: Easy online application at www.TrueNorthFCU.org

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

GENERAL E-MAIL: memberservice@truenorthfcu.org

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

WEBSITE: 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.](#)



WE WILL BE CLOSED ON THE FOLLOWING HOLIDAYS:

Monday, May 26

Memorial Day

Thursday, June 19

Juneteenth

Friday, July 4

Independence Day

Monday, September 1

Labor Day

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.



Photo taken by the True Crew



Federally Insured by NCUA | True North FCU NMLS # 440100



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