




# The North Word

## Let's cheer to the New Year!



Lauren MacVay  
President/CEO

As 2024 approaches its conclusion, we reflect on a year filled with challenges and growth as we skillfully navigated through wavy waters. The combination of high interest rates and stubborn inflation left many Alaskan households battling to keep up with the rising costs of everyday items like groceries and utilities. In addition, our region has faced an increased number of natural disasters ranging from landslides to fires to floods.

In response, True North launched loan programs in 2024 to assist those in need, along with a new  **Emergency Preparedness** resource on our website, designed to help Alaskans prepare for emergencies and find necessary resources. In 2025, we will continue to focus on preparedness by providing more resources to help you navigate significant life events, such as the birth of a child, marriage, your first



home and car purchases.

While 2024 posed some challenges, there were several bright spots here at True North. The Credit Union's financial performance has been strong, and we continue to meet our members' financial needs while remaining true to Alaskan communities. In October, we launched the [True Drive Program](#), a new type of auto loan that offers lower monthly payments similar to a lease. Just in December, we turned on the ability to receive Instant Payments through the Federal Reserve's FedNow system.



We will continue to add new functionality in 2025, offering our members new ways to meet their electronic banking and money movement needs. Of course, the flip side of today's highly convenient banking methods is increased fraud risk, but there are resources to help you be fraud-aware. If you are curious about the common fraud schemes out there today, I recommend visiting [mycreditunion.gov's](https://mycreditunion.gov) [Fraud Prevention Center](#).

We keep returning to members and communities at the forefront of our efforts. Our annual scholarship program rewarded four students for their hard work with \$2,500 each toward their educational dreams. **Since its inception in 2019, we have provided \$55,000 in scholarship funds to Alaskan students from across the state!** Additionally, our online financial education library had over 2,100 articles read and over 1,800

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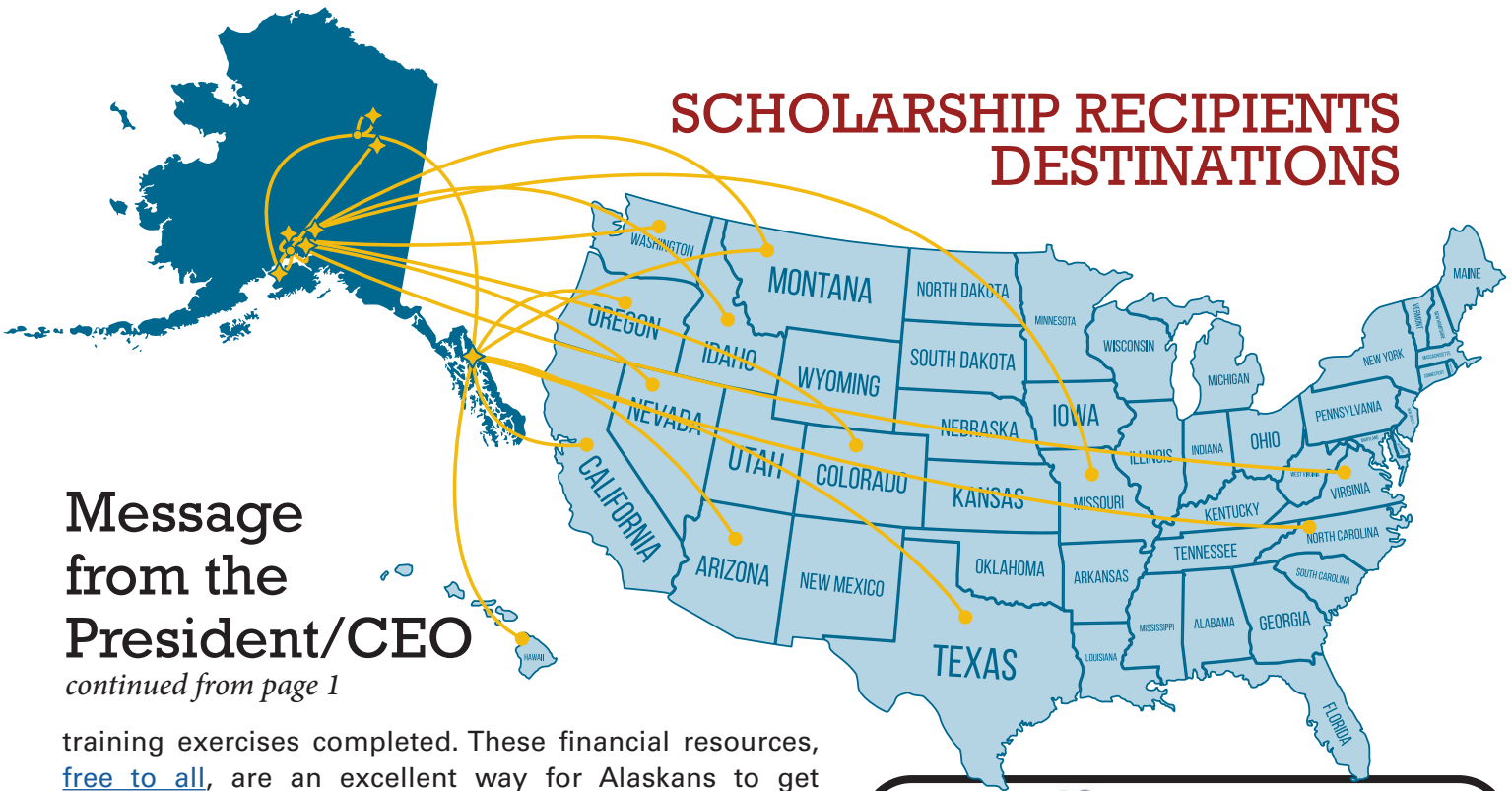
### BOARD OF DIRECTORS

- 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

# SCHOLARSHIP RECIPIENTS' DESTINATIONS



## Message from the President/CEO

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training exercises completed. These financial resources, [free to all](#), are an excellent way for Alaskans to get answers to questions about saving, spending, budgeting, and much more.

In July of 2024, we implemented a new volunteer tracking system to record all the good work the True Crew does in our communities throughout the year. Our team volunteered over 325 hours in just those few months while supporting various organizations, including the Red Cross, Food Bank of Alaska, and the Alaska Down Syndrome Network. True North also provided financial support to various non-profits working to improve our communities through arts, education, and youth sports.



As we welcome 2025, the credit union continues to work to improve the overall Member experience. We stay current with services to meet our members' needs while keeping it local and committed to Alaska.

From everyone at True North, I wish you a happy, healthy, and successful New Year!

## True North has begun its Board election process for 2025

If you are a member with the qualifications for and interest in Board service, [click here](#) or scan the QR code for details.



## What is a Credit Freeze?

A credit freeze, also known as a security freeze, is a free way to restrict access to your credit report. Adding a freeze means you or anyone else cannot open a new credit account with the freeze in place. You can, however, temporarily remove this freeze at any time if you want to apply for new credit.

It is important to note that a credit freeze does not affect your credit score. And while the freeze is in place, you will still be able to apply for a job, rent an apartment, purchase insurance, and receive pre-screened offers.

## How to place a credit freeze?

To place a credit freeze on your credit profile, you must contact each of the 3 major credit bureaus:

### TransUnion

(888) 909-8872 | [Freeze TransUnion Online](#)

### Equifax

(888) 298-0045 | [Freeze Equifax Online](#)

### Experian

(888) 397-3742 | [Freeze Experian Online](#)

## How to unfreeze your credit profile?

You must contact the three major credit bureaus to unfreeze your credit profile. Each bureau has a different process, but each will initially provide you with a PIN to unfreeze your profile.



# IF YOU'RE STARTING THE NEW YEAR WITH A NEW RIDE...

Check out our new auto rates as low as

# 5.55% APR\*



\*APR is Annual Percentage Rate. Insurance is required for all collateralized loans. Your loan rate will be determined by several factors, including your credit score, loan amount, loan term and/or loan to value. Rates are subject to change at any time.



## HAVE YOUR PFD CHECK DIRECT DEPOSITED TO TRUE NORTH!

[Take me to the PFD application](#)

The 2025 PFD filing season begins January 1, 2025. The online PFD application will be available on their website beginning at 9:00 AM AKST on 1/1/25 until 3/31/25.

## WE WILL BE CLOSED ON THE FOLLOWING HOLIDAYS:

- Wednesday, January 1:** New Year's Holiday
- Monday, January 20:** Martin Luther King Jr Day
- Monday, February 17:** Presidents' Day
- Monday, May 26:** Memorial Day

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Valerie Mertz  
Alec Mesdag  
Justin McKay  
Heidi Hansen

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  
Open, JUNEAU BRANCH MGR  
Amy Tongsgard, MORTGAGE LENDING MGR

**STATISTICS AS OF NOVEMBER 30, 2024:**  
Assets ..... \$233,342,502  
Loans ..... \$176,462,566  
Shares ..... \$200,260,317

**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



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