

**ANNUAL REPORT**

**CAISSE  
FINANCIAL GROUP**

October 1, 2015 to September 30, 2016

## Mission

Caisse Financial Group is a financial co-operative that is open to all, offers personalized service in French and English, supports the financial health of its members, and develops enduring relationships with its members, employees and their communities.

## Vision

In the markets that it serves, Caisse Financial Group is recognized as a dynamic and growing organization, an employer of choice, and a preferred partner of its members and their communities.

## Our Values

### Respect for Individuals

Value our members, employees and partners and foster an inclusive culture.

- Membership is open to all.
- We actively listen to our employees, members and partners and treat them equitably.
- We provide our products and services in French and English.
- We ensure the highest standards of confidentiality and adherence to privacy standards.

### Integrity and Transparency

Be ethical, honest and fair at all times.

- Our decisions are in the best interest of our members.
- We provide complete, accurate and pertinent information to our members, employees and partners.
- We take full responsibility for our actions and our decisions.

### Innovation

Continually improve our products and services in order to exceed our members' expectations.

- We welcome and value ideas and solutions that will allow us to improve our performance.
- We encourage and engage in the sharing of creative solutions with our employees, members and partners.
- We adapt our strategies in light of innovation and new trends in the industry in order to remain competitive.

### Community Involvement

Actively participate in the sustainable development of the community, which was an integral part of the foundation of our organization and continues to be the basis of our success.

- We support community initiatives and projects through our Community Sponsorship Program.
- We encourage community involvement among our employees.
- We favor doing business with members and local community businesses for our organization's requirements.
- We consider the impact of our decisions on the well-being of the communities we serve.

### Proud of our Heritage

Celebrate our origins and preserve our culture.

- We ensure that the governance and management of our organization is in French.
- We ensure that our working language is in French, however we adapt to the linguistic needs of the region, as required.
- In honor of our origins, we continue to support the French speaking community of Manitoba.

## A Year in Full Motion

### Moving Forward with New Technology

The 2015-2016 fiscal year was one of great importance in the Caisse's history. On June 1<sup>st</sup>, 2016, we completed a technological transition towards a new banking system. This change was the result of many years of planning and preparation which was most intense during the months leading up to the date of transition.

The Caisse team managed to overcome difficult challenges during the implementation of this complex project which consisted of replacing the system responsible for processing member transactions, managing member accounts and generating our financial and operational reports. We recognize the commitment and the perseverance that this initiative demanded from of our entire staff and especially the project team. We thank them for all their efforts in the successful completion of this very important project.

Since the transition in June 2016, our staff has been working diligently behind the scenes to integrate the new banking system into all the aspects of our operations. We recognize that the members of the Caisse experienced inconveniences during this period of transition and we wish to thank them for their show of confidence as well as for their patience. Such large-scale projects are complex and unforeseen complications can be expected. We made every effort to minimize the impact on our members as much as possible. We anticipate that all should stabilize during the next year as we become more experienced with the new banking system.

### The Launch of a New Website

Although our technological transformation demanded a lot of our time and resources, we managed to undertake another large-scale project during the year, that of developing a brand new website. Developed with the latest technology, our new responsive website automatically adapts to different devices such as computers, tablets and smartphones. In creating

this online tool, our main objective was to provide quick and easy access to all the information needed to make educated financial decisions. Therefore, all the information is presented in an organized, logical and concise way. Take a tour of [www.caisse.biz](http://www.caisse.biz) to learn about all our products and services.

### Going Green

To reduce our carbon footprint and to improve our efficiency, we established targets to reduce the number of printed monthly statements. We have noticed a considerable improvement since the beginning of our green initiative. As of September 30<sup>th</sup>, 2016, 29% of members had stopped the printing of their monthly statements compared with 10% of members in July 2014. Every time a member switches to online statements, the Caisse donates \$5 to our GREEN Fund, up to a maximum of \$10,000 per year. The GREEN Fund helps to support green projects in our communities.

### Working Together

With regards to community support, the Caisse maintained its commitment to community projects and activities by giving more than \$170,000 in sponsorships, donations and scholarships during the 2015-2016 fiscal year. The complete list of recipients is posted on our website. Among our many partnerships, we would like to highlight our continuing involvement with the delivery of a financial education program for students enrolled in francophone and immersion schools across Manitoba and our new program offered in early childhood and family centers (Centre de la petite enfance et de la famille) to teach preschoolers about money.

## Financial Results

As expected, the transition to a new banking system had an impact on our financial results as our employees had to concentrate on the tasks associated with the system conversion, which affected the growth of our loans and deposits. Although the growth is lower than last year, we realized an increase in both loans and deposits this fiscal year.

Deposits had a favorable increase of 3.9%. The loan portfolio increased by 0.17%, consisting of a favorable increase of 5.16% for personal loans and a decrease of 3.95% in commercial loans. This caused an increase in liquidity, the funds available for lending, which reduced our net interest revenue because the surplus liquidity had to be invested at lower interest rates. Furthermore, the low mortgage interest rates also reduced our interest revenue. In spite of this, interest revenue was slightly higher than last year, but lower than our budget projections.

Gross operating expenses increased by 4.5% compared to the previous year, mainly because of the costs associated with the new banking system, however were lower than our budget projections. This favorable variance helped to counterbalance the reduction in interest revenue, however our net income before income taxes of \$6.52 million is lower than the \$7.27 million total of last year.

The shrinking financial margin is certainly not a phenomenon that is unique to the Caisse. All the financial institutions that must manage the existing low interest rates face the same problem, and the result is decreasing interest revenues year over year. In the absence of an increase in interest rates, we do not anticipate an improvement in our financial results in the short term. In the meantime, we are concentrating our efforts on improving our efficiency and reducing expenses, while moving forward with the necessary technological projects which will allow us

to offer the services that our members need and to maintain our competitive position in the marketplace.

## Conforming to Stricter Regulations

Financial institutions must now conform to stricter regulations with regards to capital requirements. For financial co-operatives, this is even more demanding because the only way to increase our capital is to increase our profitability. As of September 30<sup>th</sup>, 2016, the Caisse had 6.97% capital (member's equity) and 11.52% risk-weighted capital, which exceeded the current requirements of 5% and 8% respectively.

However, regulators of the financial institutions of Canada have revised the formula used to calculate the percentage of risk-weighted capital and have also increased the minimum requirement to 10.50% effective December 31<sup>st</sup>, 2021. Consequently, the Deposit Guarantee Corporation of Manitoba which insures the Caisse and Credit Union deposits has increased its minimum requirement for risk-weighted capital to 11.50%. When applying the new formula, our risk-weighted capital was 10.97% as of September 30<sup>th</sup>, 2016, therefore we must take all the necessary measures to ensure our conformity with the new requirements as of 2021. As such, the Board of Directors has prudently decided not to declare a patronage refund or dividend for the fiscal year 2015-2016, since these would lower our capital.

## Looking to the Future

It is apparent that the financial industry is trending towards simple and quick technological tools and services to transfer funds, obtain financing and process many other financial transactions. The Caisse must meet our members' expectations and implement the necessary technological systems to deliver the newest services. Equally important is person to person

service, which should be available when members require one-on-one assistance. We will endeavor to meet both of these needs when planning the future of the Caisse. We will count on the support of our members and our skilled employees to help us achieve these goals for the good of the Caisse as a whole and the communities we serve.



**Réal Déquier**  
President

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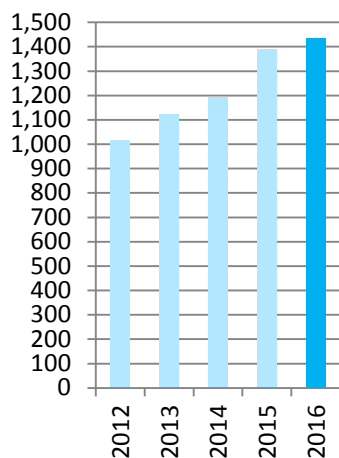
**Joël Rondeau**  
Chief Executive Officer

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# FINANCIAL RESULTS

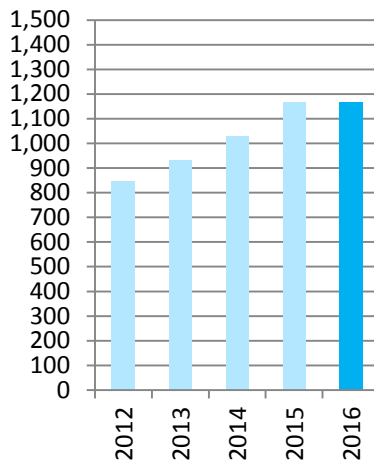
## Assets

(in millions)



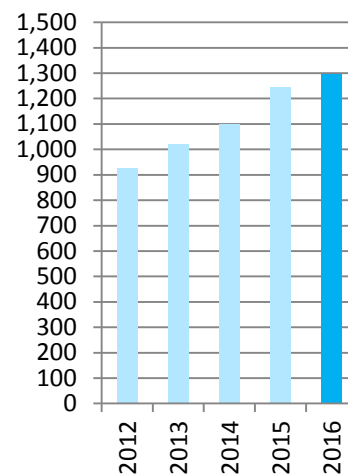
## Loans

(in millions)



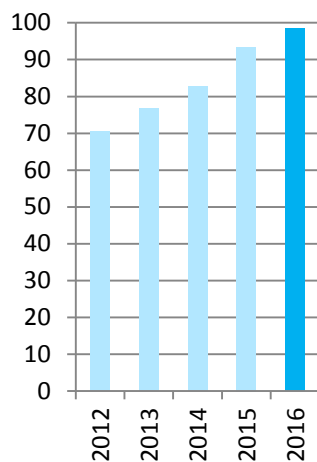
## Deposits

(in millions)



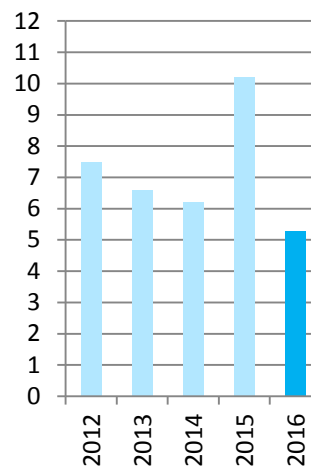
## Equity

(in millions)



## Net Income

(in millions)



(in thousands)	2016	2015	2014	2013	2012
Assets	1,431,937	1,389,963	1,192,510	1,120,243	1,014,296
Loans	1,167,276	1,165,351	1,028,558	930,316	845,131
Deposits	1,295,826	1,246,844	1,100,623	1,019,021	925,823
Equity	98,480	93,448	82,764	76,692	70,515
Net Income	5,271	10,208 <sup>(1)</sup>	6,210	6,598	7,483 <sup>(2)</sup>

<sup>(1)</sup> Includes bargain purchase gain on business combination of \$4,176,889.

<sup>(2)</sup> Includes gain on sale of two properties totalling \$2,286,565.



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## Report of the Independent Auditor on the Summary Consolidated Financial Statements

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### To the members of Caisse Populaire Groupe Financier Ltée

The accompanying summary consolidated financial statements, which comprise the summary consolidated balance sheet as at September 30, 2016 and the summary consolidated statements of comprehensive income, and changes in members' equity for the year then ended, are derived from the audited consolidated financial statements of **Caisse Populaire Groupe Financier Ltée** for the year ended September 30, 2016. We expressed an unmodified audit opinion on those consolidated financial statements in our report dated December 14, 2016.

The summary consolidated financial statements do not contain all the disclosures required by International Financial Reporting Standards. Reading the summary consolidated financial statements, therefore, is not a substitute for reading the audited consolidated financial statements of **Caisse Populaire Groupe Financier Ltée**.

### Management's Responsibility for the Summary Consolidated Financial Statements

Management is responsible for the preparation of a summary of the audited consolidated financial statements on the basis described in Note 1.

### Auditor's Responsibility

Our responsibility is to express an opinion on the summary consolidated financial statements based on our procedures, which were conducted in accordance with Canadian Audit Standard (CAS) 810, "Engagements to Report on Summary Financial Statements".

### Opinion

In our opinion, the summary consolidated financial statements derived from the audited consolidated financial statements of **Caisse Populaire Groupe Financier Ltée** for the year ended September 30, 2016 are a fair summary of those consolidated financial statements, on the basis described in Note 1.

*BDO Canada LLP*

Chartered Professional Accountants

Winnipeg, Manitoba  
December 14, 2016

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# CAISSE POPULAIRE GROUPE FINANCIER LTÉE

## Summary Consolidated Balance Sheet

As at September 30	2016	2015
	\$	\$
<b>Assets</b>		
Funds on hand and on deposit	41,510,008	54,046,471
Other assets	2,671,584	2,795,739
Investments	196,575,282	144,578,958
Loans to members	1,167,275,663	1,165,350,522
Property and equipment	17,110,482	17,555,077
Intangible assets	6,793,583	5,635,857
	<u>1,431,936,602</u>	<u>1,389,962,624</u>
<b>Liabilities and Members' Equity</b>		
Other liabilities	9,024,254	7,661,949
Securitized borrowings	27,291,496	40,549,571
Members' deposits	1,295,826,009	1,246,844,382
Members' shares	1,315,261	1,458,390
	<u>1,333,457,020</u>	<u>1,296,514,292</u>
Members' Equity		
Members' shares	10,118,808	10,358,186
Accumulated other comprehensive income	(102,097)	(17,772)
Retained earnings	88,462,871	83,107,918
	<u>98,479,582</u>	<u>93,448,332</u>
	<u>1,431,936,602</u>	<u>1,389,962,624</u>

Approved on behalf of the Board of Directors :

*Paul Pronovault*

Director

*A Hébert*

Director

The accompanying notes are an integral part of these summary consolidated financial statements.

# CAISSE POPULAIRE GROUPE FINANCIER LTÉE

## Summary Consolidated Statement of Comprehensive Income

For the year ended September 30

	2016	2015
	\$	\$
<b>Revenue</b>		
Interest from loans to members	42,849,774	42,395,505
Investment income	4,536,951	3,182,558
	<u>47,386,725</u>	<u>45,578,063</u>
<b>Cost of Funds</b>		
Interest paid to members	22,496,176	21,372,279
Interest from borrowings	616,062	494,096
	<u>23,112,238</u>	<u>21,866,375</u>
<b>Financial margin</b>	<u>24,274,487</u>	<u>23,711,688</u>
<b>Operating Expenses</b>		
Personnel	14,400,605	13,828,016
Administrative	4,216,756	4,185,260
Occupancy	3,149,870	2,933,980
Members' security	1,227,966	1,094,312
Organizational	622,201	565,103
<b>Gross operating expenses</b>	<u>23,617,398</u>	<u>22,606,671</u>
<b>Less other income</b>	<u>(6,448,253)</u>	<u>(6,564,774)</u>
<b>Net operating expenses</b>	<u>17,169,145</u>	<u>16,041,897</u>
<b>Net income before provision for impaired loans</b>	<u>7,105,342</u>	<u>7,669,791</u>
<b>Provision for impaired loans</b>	<u>590,000</u>	<u>400,000</u>
<b>Net income before income taxes</b>	<u>6,515,342</u>	<u>7,269,791</u>
<b>Provision for income taxes</b>	<u>1,160,389</u>	<u>1,238,427</u>
<b>Net income before other item</b>	<u>5,354,953</u>	<u>6,031,364</u>
<b>Other Item</b>		
Bargain purchase gain on business combination	-	4,176,889
<b>Net income for the year</b>	<u>5,354,953</u>	<u>10,208,253</u>
<b>Other Comprehensive Income (Net of Tax)</b>		
Change in unrealized losses on fair value hedges	84,325	-
<b>Total comprehensive income for the year</b>	<u>5,270,628</u>	<u>10,208,253</u>

The accompanying notes are an integral part of these summary consolidated financial statements.



# CAISSE POPULAIRE GROUPE FINANCIER LTÉE

## Summary Consolidated Statement of Changes in Members' Equity

For the year ended September 30, 2016

	Accumulated Other Comprehensive Income	Members' Shares	Retained Earnings	Total
	\$	\$	\$	\$
Balance at September 30, 2014	(17,772)	9,881,863	72,899,665	82,763,756
Total comprehensive income for the year	-	-	10,208,253	10,208,253
Net redemption of members' shares	-	(302,334)	-	(302,334)
Transfer to liabilities	-	(50,751)	-	(50,751)
Business combination	-	829,408	-	829,408
Balance at September 30, 2015	(17,772)	10,358,186	83,107,918	93,448,332
Total comprehensive income for the year	(84,325)	-	5,354,953	5,270,628
Net redemption of members' shares	-	(382,507)	-	(382,507)
Transfer from liabilities	-	143,129	-	143,129
Balance at September 30, 2016	(102,097)	10,118,808	88,462,871	98,479,582

## Notes to Summary Consolidated Financial Statements

### 1. Basis of Presentation of the Summary Consolidated Financial Statements

The summary presented includes only the summary consolidated balance sheet, summary consolidated statement of comprehensive income, and summary consolidated statement of changes in members' equity, and does not include the consolidated statement of cash flows or notes to the consolidated financial statements. The summary consolidated financial statements do not present the references to the notes to the consolidated financial statements. The summary consolidated balance sheet, summary consolidated statement of comprehensive income, and summary consolidated statement of changes in members' equity, are presented in the same detail as the audited consolidated financial statements, except that income taxes recovery and deferred income tax asset have been grouped with other assets, and income taxes payable, deferred income tax liability and derivative financial instruments have been grouped with other liabilities.

Copies of the audited consolidated financial statements are available at [www.caisse.biz](http://www.caisse.biz) or at your local branch.

### 2. Compliance with Minimum Capital and Liquidity Requirements

The Caisse is in compliance with the capital and liquidity reserve requirements at September 30, 2016 established by the Regulations to The Credit Unions and Caisses Populaires Act of Manitoba.

Readers of the summary consolidated financial statements are advised that in order to appropriately interpret the Caisse's compliance with minimum capital and liquidity requirements, the reader must refer to the audited consolidated financial statements including notes for the year ended September 30, 2016, which contain the information detailing the calculations.

# WHAT'S NEW AT THE CAISSE

## A Brand New Website



On April 13<sup>th</sup>, 2016, Caisse Financial Group launched a brand new website. Using the latest technology, the site was designed specifically to provide simple, user-friendly access to all our products and services. Also, the new responsive design adapts automatically to computers, tablets and smartphones, for increased ease of use.

The new website allows visitors to navigate the information quickly and efficiently. Regardless of the reason why you visit our new site, whether it is to research our full range of financial products, to search the most current interest rates, to locate one of our many branch locations, to learn how to manage your finances, to contact a financial services advisor or to keep up to date on the latest Caisse news, everything can be found with only one or two clicks.

Our new website enables informed decision-making about finances. Conscious that most people will gather information online prior to making their financial decisions, our new website makes it easier to quickly access the information required. The website is logical and concise and the addition of "Frequently Asked Questions" throughout the site helps to answer the most

commonly asked questions. We have also included a new section entitled "Managing Your Money" that offers tools and resources to help youth and adults better manage their finances.

Along with the blue Caisse brand, which is prominent throughout the site, a local touch was integrated into the design with photos of beautiful Manitoban landscapes taken by Caisse members. Thank you to the members who shared their beautiful photographs that embellish our website.

Visit our new website at [www.caisse.biz](http://www.caisse.biz).

## Transition to A New Banking System

On June 1<sup>st</sup>, 2016, Caisse Financial Group undertook a technological transformation with the implementation of a new banking system. The objectives of the project were to improve our operational efficiency and to ensure the continuity of quality service to our members.

The existing banking system had become outdated and did not allow us to offer the newest electronic services requested by our members. Furthermore, since the existing system would no longer be supported by our provider, it was the ideal time to switch to a system which was better suited to our needs and our members' needs.

Given that the replacement of the banking system affected all the transactions and operations of the Caisse, its implementation required the involvement of staff across all our departments throughout the many stages of the project.

To allow the project team to complete the conversion, the Caisse branches were closed from noon on May 31<sup>st</sup>, 2016 until noon on June 3<sup>rd</sup>, 2016. Unexpected technical problems arose during the connection to the online banking service, e-Caisse, causing inconvenience to our members. Otherwise, the transition was successful for the services offered in our 27 branches.

Throughout the planning, implementation and the post-transition phases of the project, the Caisse employees worked continuously to ensure our members received the highest quality of service possible.



# COMMUNITY SPONSORSHIP PROGRAM

Caisse Financial Group is committed to the development and growth of the communities it serves. Our contribution helps community organizations realize their objectives and mandates. Our combined efforts build a better community for all.

**In 2015-2016, Caisse Financial Group contributed more than \$170,000 to 150 community projects and activities.**

To be eligible to receive financial support from our Community Sponsorship Program, the project has to satisfy at least one of the three selection criteria:

- Building strong and vibrant communities.
- Sustainable development of the local economy.
- Celebrating community pride and culture.

The complete list of recipients can be found on our website.

**Here are a few of the projects that Caisse Financial Group sponsored during the 2015-2016 fiscal year:**

## ■ Festival du Voyageur

**An interview with Nader Hedfi, team lead for volunteer students from the Club d'entrepreneurship de l'Université de Saint-Boniface and Rachelle Nato, Marketing Specialist, Caisse Financial Group**

Student volunteers from the Club d'entrepreneurship de l'Université de Saint-Boniface (USB) and employees of Caisse Financial Group added a touch of "joie de vivre" during the activities and performances that took place in the Sugar Shack Trading Post at the Festival du Voyageur.

Working together, they led fun "Voyageur-style" games and activities for children and adults. This initiative gives the USB students a chance to become more involved in their community. The ongoing partnership between the Caisse and the USB is an example of how organizations can work together towards a common goal.

Our sponsorship of the Festival du Voyageur is an excellent opportunity to promote the Caisse while showing our community support and sharing our francophone culture.

## ■ Accueil Kateri Centre

**An interview with Aurèle Boisvert, President and Founding Member of Accueil Kateri Centre**

The creation of Accueil Kateri Centre, a new food bank in Ste. Anne, was an important initiative for the town and the surrounding communities. The centre distributes food to families in need in their region to help combat poverty. The food bank benefits from the support of several partners including Caisse Financial Group.

The project began when members of the community learned that Richer School was providing breakfast to children who were arriving at school with empty stomachs, and that the same problem existed at École Ste. Anne Immersion. It is the goal of the committee in charge of the centre to help these families in need and they hope that they will give back to the community when they are able.



## Festival du Voyageur



## ■ Catholic Camps of St. Malo

An interview with Kevin Prada, Director of the Catholic Camps of St. Malo

With the financial support of Caisse Financial Group, the Catholic School of Evangelization is the only organization that offers French and English camps in Manitoba. Last year, 100 children attended the winter camps and 221 children attended the summer camps. The Caisse sponsorship helped to offer the lowest camp registration fees in Manitoba.

French, English and bilingual camps are offered to youth from 5 to 17 years old. The camps are an excellent occasion for youth to discover nature, exercise and make lasting friendships.



## ■ Soccer FrancoFun & Sport and Outdoor Camps

An interview with Nicolas Audette, Executive Director of the Directorat de l'activité sportive

Caisse Financial Group is the main sponsor of the Soccer FrancoFun program and the Sport & Outdoor Camps offered by the Directorat de l'activité sportive (DAS).

In 2016, 337 children participated in the Soccer FrancoFun program in the communities of St. Vital, St. Boniface, Ste. Agathe and La Broquerie. With the financial support of the Caisse, the organizers were able to buy more equipment, which led to an increase in participation, and start offering the program in St. Boniface.

In total, 109 children attended the Sport & Outdoor Camps program which took place on sports fields and in gymnasiums of the Division scolaire franco-manitobaine (DSFM) schools in St. Pierre-Jolys, St. Laurent, La Broquerie, St. Georges, Ste. Anne, Lorette, Ile-des-Chenes and Notre-Dame-de-Lourdes.

These programs give children the opportunity to have fun and play in French in their community.



## ■ Grouille ou rouille (“Keep Moving”)

An interview with Clément Perreault, Coordinator of Conseil 55+

Offered exclusively to people aged 55 and over who want to stay active, “Grouille ou rouille” has the overall goal of inspiring seniors to take charge of their health. The full-day program took place on May 11<sup>th</sup>, 2016 at the Université de Saint-Boniface and mini activities also took place in various rural communities.

With 215 participants in attendance at the St. Boniface event, without counting the participation in the rural regions of Notre-Dame-de-Lourdes, Ste. Anne/La Broquerie, St. Joseph/Letellier, St. Malo, Ste. Agathe, St. Adolphe and St. Claude, the organizers indicate having surpassed their record participation.

Without the support of Caisse Financial Group as the main sponsor of the event, it would be difficult to continue offering this worthwhile event.



## ■ Club d'âge d'or de Saint-Claude (St. Claude Seniors Club)

The meeting place of the members of the Club d'âge d'or of St. Claude will soon be revamped. A portion of the existing building will be demolished to make way for a new garden and green space. According to those responsible for the project, the structure to be demolished was cause of concern due to security issues. In order to maintain their meeting place, the decision was made to proceed with the demolition and replace the structure with an open and welcoming green space.



## ■ Francofonds

An interview with Madeleine Arbez, Executive Director of Francofonds

Caisse Financial Group has supported Francofonds since 2005, allowing the community foundation to ensure the growth of the 184 funds it manages for the benefit of the community and its future generations.

The foundation's offices are located in the Caisse's corporate building and, as such, Francofonds benefits from direct support from the Caisse for its operations and activities. Besides the annual events that the Caisse sponsors, including La Classique Caisse golf tournament, the signature fundraising event, Chefs en plein air, and the annual Legacy Evening, the Caisse helps the foundation in a variety of ways, such as providing volunteers, draw prizes and much more.

Francofonds and Caisse Financial Group both invest in the community and that benefits the community as a whole and fuels its vitality.



## ■ Cercle Molière

An interview with Lynne Connelly, Communications & Marketing Officer, Cercle Molière

Since 2002, Caisse Financial Group has been an important partner of the Cercle Molière, the oldest theater company in Canada. The fact that the Caisse supports non-profit organizations such as the Cercle Molière demonstrates its commitment to the francophone community.

For example, the Caisse sponsors the Festival théâtre jeunesse, which brings together more than 700 students from francophone and immersion schools in Manitoba. The festival is a great opportunity for young people to express themselves freely and share their ideas and opinions on topics that they are interested in or passionate about.

Additionally, the Caisse is the official sponsor of a play every season and also contributes to the annual Lobsterfest fundraiser which has been held for the past 40 years. The funds raised at the Lobsterfest help to finance the theater company's programming.



# FINANCIAL EDUCATION



Ma petite Caisse



## An interview with Joanne Colliou, Manager of the Coalition francophone de la petite enfance du Manitoba (CPEF)

"Ma petite Caisse" is a new initiative of Caisse Financial Group and the CPEF (Early Childhood & Family Centers of Manitoba) focused on introducing preschoolers to the concept of money.

Since parents are mainly using credit cards and debit cards, children have less opportunity to see and touch actual money. The program consists of five one-hour sessions with games and activities that present a variety of financial concepts, all adapted to their level. It is while playing that the children learn these concepts. At the end of the program, the children each receive a piggy bank that they have filled with their own money during the program.

"Ma petite Caisse" teaches preschoolers what they can do with money. It also provides valuable tools for their parents who can continue to teach their children at home. In addition, the Caisse developed tools and resources to teach parents good financial habits, so that they may transfer this knowledge to their children. The resources are available in the "Tools & Resources" section of our website.

The pilot project was completed in the spring of 2016 at the CPEF located in École Saint-Joachim in La Broquerie. Starting in the fall of 2016, the program will be offered in 15 CPEFs throughout Manitoba. The schedule and locations can be found on [www.cpefmb.org](http://www.cpefmb.org).

We wish to thank Concentra, our co-operative partner, for the grant received for the development of the program.



## Financial Education in School



### An interview with Joël Martine, Team Leader, Youth Projects at CDEM

For the last three years, the Council of Economic Development of Bilingual Municipalities of Manitoba (CDEM) and Caisse Financial Group have partnered to offer financial education to the students of francophone and immersion schools in Manitoba.

The program "Au courant de l'argent" (In the Know About Money) was designed for elementary and high school students and is presented free of charge in the classrooms during school hours. The students learn financial concepts such as budgeting, savings, spending, credit, investments and financial fraud, among others.

Often we would hear comments that students were not learning how to manage their finances in school. In response, the program

offered by Junior Achievement Manitoba in the schools in English was adapted to be offered in French in the francophone and immersion schools.

In 2015-2016, presentations were made to 1,200 students by employees of CDEM and Caisse as well as volunteer students from the Club d'entrepreneuriat de l'Université de Saint-Boniface.

Parents and teachers can find resources for the financial education of youth in the "Tools and Resources" section on our website.

# FINANCIAL SUPPORT FOR YOUTH

## Youth Account

Our Youth Account is a no-fee account designed to help youth learn how to take charge of their finances from an early age.

Members with a Youth Account can win \$50 (ages 5 to 12 years old) and \$100 (ages 13 to 18 years old) every month.

### Ages 5 to 12 – \$50 Draw Winners

October 2015	Ava Savard	Winnipeg
November 2015	Kaden Rioux	St. Pierre-Jolys
December 2015	Roland Blanchette	St. Jean-Baptiste
January 2016	Dawson Rudy	St. Laurent
February 2016	Nadia Van de Velde	Mariapolis
March 2016	Jesse Dondo	St. Claude
April 2016	Riley Chouinard	Winnipeg
May 2016	Rosalie Tougas	Ste. Anne
June 2016	Samuel Huberdeau-Laurin	Ste. Anne
July 2016	Katelynn McInnes	Winnipeg
August 2016	Alyssa Dawn Blais	Aubigny
September 2016	Ava Savard	Winnipeg

### Ages 13 to 18 – \$100 Draw Winners

October 2015	Dawson Doucet	Selkirk
November 2015	Reanne Hein	Winnipeg
December 2015	Annick Dionne-Floch	Winnipeg
January 2016	Yannick Lajoie	Ste. Anne
February 2016	Josée Dumesnil	Ste. Agathe
March 2016	Pascal Ruest	Winnipeg
April 2016	Sarah Cormier	Ste. Agathe
May 2016	Brianne Bouvier	Grande Pointe
June 2016	Lorin Sabourin	Winnipeg
July 2016	Luke Van de Velde	Mariapolis
August 2016	Israel Kahane	Winnipeg
September 2016	Neil Parkin	Lorette

## Student Account

Our Student Account is a no-fee account designed specifically to help postsecondary students manage their finances while studying. The Caisse also offers a Student Savings Account that helps students put funds aside to cover their tuition fees.

Members with a Student Savings Account have the chance to win \$500 three times per year.

### \$500 Draw Winners

November 2015	Nadine Grenier	Winnipeg
March 2016	Sylvie Dion	Shilo
July 2016	Nadine Lesage	Notre-Dame-de-Lourdes



## Bursary Program

In collaboration with our partnering schools, Caisse Financial Group awarded 17 bursaries of \$500 each in June 2016. The recipients demonstrated an excellent commitment to their studies, their school and their community. We congratulate them for their accomplishments and we wish them much success with their postsecondary studies.

We asked a few of our bursary recipients:  
« Why do you get involved in your community? »

Here are their answers:



« My community has given me a lot already. And now I want to give back. »

**Mikel Dupuis**

« Giving to my community is important to me because when I was younger, there were always people helping out on a volunteer basis. Now it is my turn to help others. »

**Derrick Sabourin**



« All my volunteering experiences have taught me a lot. I have gained experience in many areas and have met new people. »

**Chelsea Witt**



### 2015-2016 Bursary Recipients

Centre scolaire Léo-Rémillard	Mikel Dupuis
Collège Jeanne-Sauvé	Bailey Palamar
École/Collège régional Gabrielle-Roy	Derrick Sabourin
Collège Lorette Collegiate	Jenny Bouchard
Collège Louis-Riel	Olivia Sims
Collège régional de Notre-Dame	Daphnée Badiou
Collège Saint-Norbert Collegiate	Claire Huberdeau
École communautaire Gilbert-Rosset	Zachary Toupin
École communautaire Réal-Bérard	Katrina Audet
École Pointes-des-Chênes	Alexandre Charrière
École régionale Saint-Jean-Baptiste	Brielle Grenier
École Saint-Joachim	Sérik Gauthier
Institut collégial Saint-Pierre-Jolys	Justin Hochman
Prairie Mountain High School	Julia VanDeVelde
Sanford Collegiate	Evelyn Matthews
St. Claude School Complex	Jared Gobin
St. Laurent High School	Xiao Zhang
St. Paul's Collegiate	Teesha Senecal
Ste. Anne Collegiate	Madyson Adams
Warren Collegiate Institute	Chelsea Witt

# GREEN FUND



The GREEN Fund supports green projects in our communities. Every time a member chooses online statements instead of paper statements, Caisse Financial Group deposits \$5 in our GREEN Fund, up to a maximum of \$10,000 per year.

## 2015-2016 GREEN Fund Recipients

**École Ste. Anne Immersion Advisory Council**  
Playground and Outdoor Classroom

**St. Adolphe Garden Ridge Green Space Committee**  
Four Season Recreation Park

**Manitoba Museum**  
"National Geographic Presents: Earth Explorers" Exhibition



## Discovering our Planet

The exhibition "National Geographic Presents: Earth Explorers" was presented at The Manitoba Museum from October 3<sup>rd</sup>, 2015 to April 24<sup>th</sup>, 2016, thanks in part to the sponsorship awarded by Caisse Financial Group's GREEN Fund.

The exhibition received funding from the GREEN Fund, as it satisfied the selection criteria, especially due to the education it provided to visitors regarding our planet and its natural beauty.

The exhibit allowed participants to explore five of the most spectacular eco-zones of the planet, including the polar region, oceans, mountains and caves, rainforests and savannas. Each zone was equipped with interactive activities that allowed the visitors to explore the various ecosystems and to become better informed about the need to protect them.

More than 23,000 people visited the exhibition.

## Online Statements - Draw Winners

Members who switched to online statements were eligible to win one of three \$50 draws each month. The winners of the draws were:

<b>October 2015</b>	K. Lesage	N. Yarjau	H. Brown
<b>November 2015</b>	P. Froelich	G. Trudeau	C. Durand
<b>December 2015</b>	P. Fehr	C. Pinette	C. Larochelle
<b>January 2016</b>	R. Laurendeau	G. Davenport	C. Catellier
<b>February 2016</b>	D. Lauzon	R. Bueckert	R. Boulet
<b>March 2016</b>	Gobin Family Trust	R P M Farms Ltd	Chad Laing Enterprises
<b>April 2016</b>	N. Turenne	J. Gervais	J. Filion-Rosset
<b>May 2016</b>	V., J. & M. Dupuis	R. & R. Hébert	L. & J. Thomas
<b>June 2016</b>	M. Vermette & I. Garand	D. Regnier & J. Gregoire-Regnier	J. Derocquigny
<b>July 2016</b>	C. Rey-Dubois	R. & D. Rioux	J. Duval
<b>August 2016</b>	B. Boxall	M. Therrien & S. Lange	B., D. & E. Lauzon
<b>September 2016</b>	B. Chabot	Christine Morin Photography & Others	G. Ambrose

# OUR ORGANIZATION

## Members

The members are the reason that the Caisse exists.

Our priority is to meet the needs of our members by offering quality service that satisfies their expectations. Furthermore, the Caisse is actively committed to the development of strong and dynamic communities where our members live, work and play.

We thank our members for trusting the Caisse to take care of their financial needs.

## Board of Directors



**Réal Déquier**  
President - District 1

**Stéphane Dorge**  
Vice-President - District 5

**Carole Hébert**  
Second Vice-President - District 3



**Pierre Gagné**  
District 2

**Claudette Taillefer**  
District 4

**Paul Prenovault**  
District 5



**Patrick Fortier**  
District 5

**Diane Bazin**  
District 6

**Marcel Lesage**  
District 7



**Ken Beaudin**  
District 8

**Raymond Bisson**  
District 9

## Districts

### District No. 1

St. Malo, St. Jean-Baptiste,  
St. Joseph & Letellier

### District No. 2

Ste. Agathe & St. Pierre-Jolys

### District No. 3

Ile-des-Chenes & Lorette

### District No. 4

Ste. Anne, Richer, La Broquerie,  
St. Georges & South Junction

### District No. 5

Winnipeg

### District No. 6

Notre-Dame-de-Lourdes  
& St. Leon

### District No. 7

St. Claude, Rathwell & Haywood

### District No. 8

Elie, St. Francois-Xavier,  
Marquette & St. Laurent

### District No. 9

La Salle & St. Adolphe

## Executive Team



**Joël Rondeau**  
Chief Executive Officer

**Diane Bilodeau**  
Vice-President, Marketing & Strategy

**Sophie Ethier**  
Vice-President, Administration



**Marcel Gauvin**  
Vice-President, Sales & Services

**Bernard Marcoux**  
Vice-President, Information Technology

**Francis Normandeau**  
Vice-President, Finances & Risk

We would like to thank Lorraine Farmer, former Vice-President, Human Resources, for her excellent work during her years at the Caisse from April 2013 to September 2016. We wish her success in her new role at the Canadian Museum for Human Rights.

## Our Employees

As of September 30<sup>th</sup>, 2016, the Caisse employed 259 employees in 27 communities throughout Manitoba.

A big thank you to all of our employees for their contribution to the Caisse's success and our members' success.

This year was particularly challenging as we implemented a new banking system. Throughout the project, our employees demonstrated outstanding commitment to the Caisse and its members. We wish to sincerely thank them for their excellent work.

### Recognition of Years of Service

We would like to acknowledge the employees who received their Years of Service Recognition during the past year.

#### 5 years

Natasha Balcaen  
Shelley Combot  
Marc Gosselin  
Amanda Philippot  
Roxanne Laxdal  
Pauline Simard  
Catherine Wallach  
Danielle Audet  
Christine Munro  
Renée Lambert  
Christine Roy-Johnson

#### 10 years

Christeen Perreault  
Rémi Jolicoeur  
Linda Roeland  
Roland Poiron  
Lynne Hrynchuk  
Pierre Gérardy  
Nicole Jamault-Dion  
Joanne Forest

#### 15 years

Sylvie Côté  
Lynne Budd  
Nathalie Dubois  
Suzanne Rey  
Pascale Gretchen  
Lorraine Tarko  
Marc Bruneau  
Lise Roy

#### 20 years

Ivan Normandeau

#### 25 years

Lynne Laurendeau-Ross  
Annette Bouchard

#### 30 years

Angèle Tétrault  
Lise Mireault-Didcote

#### 35 years

Jacqueline Lesage

**Congratulations to  
Rose-Marie Robidoux  
who celebrated  
40 years of service  
with the Caisse.**



## Corporate Office

400-205 Provencher Boulevard  
Winnipeg, MB R2H 0G4  
204.237.8988  
info@caisse.biz | www.caisse.biz



## Branches

Elie  
Haywood  
Ile-des-Chenes  
La Broquerie  
La Salle  
Letellier  
Lorette  
Marquette  
Notre-Dame-de-Lourdes  
Rathwell  
Richer  
St. Adolphe  
St. Claude  
St. Francois-Xavier  
St. Georges  
St. Jean-Baptiste  
St. Joseph  
St. Laurent  
St. Leon  
St. Malo  
St. Pierre-Jolys  
Ste. Agathe  
Ste. Anne  
South Junction  
Winnipeg  
875 Dakota Street  
36 Lakewood Boulevard  
205 Provencher Boulevard

Brigitte Rivard, Branch Manager  
Doris Trémorin, Branch Manager  
Paulette Sarrasin, Branch Manager  
Carmelle MacNeil, Branch Manager  
Daniel Dion, Branch Manager  
Jocelyne Brais, Branch Manager  
Florence Gosselin, Branch Manager  
Brigitte Rivard, Branch Manager  
Nicole LeClair, Branch Manager  
Doris Trémorin, Branch Manager  
Christina Poirier, Branch Manager  
Rachel Chaput, Branch Manager  
Doris Trémorin, Branch Manager  
Brigitte Rivard, Branch Manager  
Florence Gosselin, Branch Manager  
Jocelyne Brais, Branch Manager  
Jocelyne Brais, Branch Manager  
Brigitte Rivard, Branch Manager  
Nicole LeClair, Branch Manager  
Christeen Perreault, Branch Manager  
Claudelle Catellier, Branch Manager  
France Ruest, Branch Manager  
Christina Poirier, Branch Manager  
Christina Poirier, Branch Manager  
  
Lisa Marie Perrin, Branch Manager  
Sylvie Préjet, Branch Manager  
Pascale Bichon, Branch Manager

## Commercial & Agricultural Services

Eastern Region  
Western Region  
Urban Region

Paulette Pappel, Director  
Luc Bérard, Director  
Richard Bosc, Director

## C Finance

200-205 Provencher Boulevard  
www.cfinance.biz

Paul Sawchuk, Director

