
2021

ANNUAL REPORT



The Credit Union **DIFFERENCE**

VISION

To help you make the right financial decisions
to fit your life and achieve your goals

We put our members and our community first

MISSION

To provide for the financial well-being of our members
To contribute to building stronger member communities

NORTHERN BIRCH

We are strong
Architects of our own future
Trusting firm roots, building on our heritage
We are proud of what we have accomplished
And look forward to what the next generation will achieve

COMMITTED

To your financial well-being
To your unique circumstances
To your dreams of growth and security



MESSAGE FROM THE BOARD CHAIR



Dear Northern Birch Credit Union member,

It is no secret to NBCU members that our credit union is an outstanding banking institution with excellent products and rates, and personal and friendly service. Now that this secret is getting out, it helps set Northern Birch Credit Union up for growth.

Two years ago, the Estonian and Latvian credit unions successfully combined to form NBCU, the first inter-ethnic credit union merger in the history of Ontario.

While our focus has been on serving the Estonian and Latvian communities, we now welcome members from all backgrounds looking for the Credit Union advantage of lower fees, higher savings rates and personalized service. You are a member, not just a customer.

On the heels of the merger, NBCU invested in major renewal of its systems: all accounts migrated to a new and robust digital platform, anti-money laundering tracking was overhauled, the website re-imagined, and member relationship management software initiated. These significant investments laid the foundation from which NBCU can focus on the future and meet new challenges head-on.

In 2021, for the 17th year in a row, credit unions ranked highest¹ for overall customer service excellence among all financial institutions, and NBCU won the top-of-class Diamond Award for credit unions according to Toronto Star readers. Credit unions, and NBCU more specifically, are no longer a well-kept secret and we look to extend our award-winning services to everyone.



Our mission is to provide for your financial well-being and to contribute to strengthening our communities. In 2021 alone, NBCU contributed over \$65,000 to our member communities.

Thanks go to all NBCU staff members who helped build this platform for future growth. Thank you for your commitment to excellence and for serving every member in a personal and knowledgeable manner. The board thanks Anita Saar, NBCU's dedicated President and CEO, and her talented management team. I personally thank my fellow board members for their commitment to providing governance and oversight to NBCU.

NBCU is well-positioned for growth, both within our existing member base and expanding within the communities we now serve and into new ones. Thank you to every member for making Northern Birch Credit Union your financial institution of choice.

Ellen Valter
Board Chair

¹IPSOS 2021 Financial Service Excellence Awards.



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Soovime tagada meie liikmetes kindlust kõigis finantsasjades ja aidata kaasa kogukonna tugevdamisele. Ainuüksi aastal 2021 panustasime meie kogukondadesse üle 65 tuhande dollari.

Mūsu misija ir nodrošināt jūsu finansiālo labklājību un dot ieguldījumu mūsu kopienu stiprināšanā. 2021. gadā NBCU atbalstīja savu biedru kopienas vairāk nekā \$65,000 apmērā.

MESSAGE FROM THE CEO



Dear members, armsad liikmed, cienījamie biedri,

The second year of Northern Birch Credit Union was undeniably one of change: converting our banking systems and working within pandemic related restrictions.

In the spring of 2021, Northern Birch Credit Union converted to Fiserv DNA, used by over 100 credit unions in Canada and many financial institutions globally. This new banking system sets the foundation for the future, laying the groundwork for new products and services. More than that, it empowers us to adapt to continued change in the banking sector.

It is an exciting time as Canada modernizes its payment systems. Payments Canada is working on a multi-year payments modernization roadmap to bring the country up to date with payments standards globally. Northern Birch is working with our payment’s provider, Central 1 Credit Union, to deliver these payments solutions to you as they are adopted. Our new banking system opens the door to adopt new systems as technology develops.

Throughout 2021 we introduced 5 free Interac e-Transfers for all members and adopted a new online membership application tool. Plus, NBCU was voted as the #1 credit union by Toronto Star Readers in their Readers’ Choice Awards. A great nod to our credit union difference!

We are especially grateful for the support from our members. Our teams received many letters and emails of support, giving our staff the boost they needed to get through a challenging year of change and pandemic.

Northern Birch Credit Union is a co-operative financial institution.

As a member, you are an owner.

With 3 branches in Southern Ontario, access to the 2nd largest ATM network in Canada and mobile & online banking, you can bank anywhere, anytime.

Northern Birch Credit Union puts our members first.



At the end of 2021 we conducted an extensive member survey. Satisfaction with NBCU is very high, with over 9-in-10 members stating they are satisfied with Northern Birch Credit Union. Our members rated us higher than the industry average in satisfaction, confidence, championship, and loyalty. Members also highlighted areas in which we can improve. We will use this feedback to do just that.

The credit union is financially strong, returning margins well above the credit union sector average. These make it possible to absorb extra expenses related to the banking system conversion and continued merger integration work. With a strong capital base of \$15.8 million and assets of near \$200m, Northern Birch is positioned to deliver banking services to the next generations in our communities and new ones, their friends, and beyond.

I would like to extend a big thank you, to our members, for your support and engagement; to our dedicated and hard-working staff, who have gone above and beyond during a challenging year; and to our board members, for their continued oversight and support.

Thank you! Aitäh! Paldies!

Anita Saar
President & Chief Executive Officer



IN OUR COMMUNITY

Serving our community is one of our topmost priorities. From our camps, schools, cultural programs and through scholarships we invest in initiatives our members care about.



Supporting our Camps

We were pleased to support one of our local Estonian summer camps with a tree planting fundraiser. 65 birch trees were planted throughout the property. Our staff team volunteered to help plant trees, investing in the future of our youth.

Supporting our Schools

We are delighted to support our students. We provide scholarships for graduating students who are continuing education, provide stipends to students attending Estonian and Latvian schools, and provide donations to our Estonian and Latvian schools. What a privilege to maintain our cultural heritage.



Grants were also awarded to our local Latvian community newspaper as it celebrates its 70th anniversary and to support Estonian Music Week and Latvian Independence Day Celebrations.

Northern Birch Credit Union Limited Summary Financial Statements
for the Year Ended December 31, 2021

Statement of Financial Position		
Assets		
Cash		12,251,667
Investments		23,401,288
Loans		159,610,472
Other assets		2,920,604
		198,184,031
Liabilities		
Member deposits		180,561,676
Other liabilities		2,360,336
Member shares		125,640
		183,047,652
Members' Equity		
Retained Earnings		11,053,875
Contributed Surplus		4,514,186
Accumulated other comprehensive loss		(431,682)
		15,136,379
		198,184,031
Statement of Income		
		\$
Interest Income		5,560,214
Interest Expense		1,093,906
Net Interest Income		4,466,308
Provision for loan losses		33,268
Net interest income after loan loss provisions		4,499,576
Other income		455,497
Net interest and other income		4,955,073
Operating Expenses		4,852,786
Income before income taxes		102,287
Taxes		31,187
Net Income		71,100
Other comprehensive income		(60,816)
Total comprehensive income		10,284

STUDENT AWARDS

Northern Birch Community Roots Scholarship recipients



Amalie Kanne
A first year student at McMaster University, Amalie is studying Earth & Environmental Sciences.



Marika Gulēns-Taube
Marika is in her first year of a Master’s program at the University of Amsterdam studying Sociology.



Kaisa Kasekamp
In her first year of studies at the University of Toronto, Kaisa is studying humanities with a focus on Ethics, Society, and Law.



Mihkel Jaenes
Mihkel is in his 4th year of university at McMaster University, in the DeGroote School of Business.



Hedy Läets
Hedy is in her 2nd year of the Broadcasting Program at Centennial College.



Sandria Magrics
A first-year student at McMaster University, Sandria is studying Medical Radiation Sciences.

“Northern Birch Credit Union is a joy to work with... their active and engaged support has undoubtedly been a key ingredient to our success.”
Sebastian Buccioni, Estonian Music Week



Mikaela Boutilier
Mikaela is a first-year veterinary student at the Ontario Veterinary College through the University of Guelph.



Liva Gulēns-Taube
Liva is currently in her third year of a Humanities program at York University.



Heili Poolsaar
Heili is a third year Life Sciences student at Queen’s University.



Maiki Mürsepp
Maiki is a first-year student at the University of Toronto studying Humanities.



Krista Tora
A first-year student, Krista is attending the University of Ottawa for Political Science and Communication.



Sydney Keevallik
Sydney is in her first year at the University of Toronto in the Social Sciences Program.



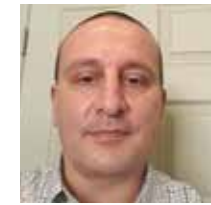
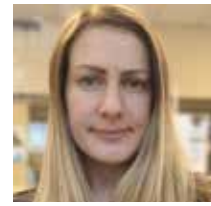
Sarma Martinsons
Sarma is a first-year nursing student at Western University.



Toms Maksins
Toms is a first-year student attending Carleton University.



Geneviève Perron
In her first year at Ryerson University, Geneviève is attending the Nutrition and Food Program.



OUR TEAM

Ene Timmusk - Manager, Branch Operations
& Member Service

Māra Leja - Branch Manager

Baiba Auzāne - Senior Member Service Representative

Hille Järve - Senior Member Service Representative

Madara Balode - Member Service Representative

Tiiu Bradley - Member Service Representative

Tuuli Saidani - Member Service Representative

Valdis Jevtejevs - Member Service Representative

Elin Marley - Member Service Representative

Kersti Toomik - Member Service Representative

Ilze Williamson - Member Service Representative

Dārija Gulēns-Taube - Member Service Representative

Hedy Läets - Member Service Representative

Liivi Sermat Cooke - Member Service Representative

Kintija Palma-Kalvins - Member Service Representative

Ingrid Kütt - Branch Operations

Miina Billones - Manager, Marketing & Member Service

Heili Orav - Manager, Wealth & Estate Services

Baiba Reinfelde - Senior Member Service

Representative & Wealth Services

Liisa Kevallik - Manager, Retail Lending

Leiki Kopvillem - Senior Loan Officer

Louis Christidis - Loan Officer

Triina Kiilaspea - Loan Interviewer

Shruti Bisht - Loan Administrator

Scott Lister - Manager, Commercial Lending

Wil Roache - Commercial Account Manager

Kristian Luksep - Commercial Lending Administrator

Anita Saar - President & CEO

Priit Nikker - Director, Banking Operations

Emily Vanderkruk - Director, Finance & Administration

Tiiu Rimmel - Manager, Organizational Development



OUR BOARD



BOARD CHAIR:

Ellen Valter, LL.B.

VICE-CHAIRS:

Juris Steprāns, Ph.D. Mathematics
Ene Liis Palmer, LL.B.

CORPORATE SECRETARY:

Karin Ots, LL.B.

AUDIT COMMITTEE CHAIR:

Lea M Kõiv, BComm, CPA, CMA, CA, CFP, TEP

DIRECTORS:

Matti Jalakas, PMP, CPA, CISA
Liene Kiršs
Elo Kuutan, CHRL, CHRP
Mihkel Liik, P.Eng., MBA
Tiina Liivet, CEBS
Kuldar Lindvere, MBA, CFA
Peter Poolsaar, P. Eng.







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
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