

# Annual Achievements Report

2017 was an eventful year for Canada's credit unions and the Canadian Credit Union Association. These are some highlights from the year and our collective efforts to enable a successful, competitive and growing credit union industry. Thank you for your contributions!

## FEDERAL GR

13 

Submissions to government consultations

98

credit unions mentions in the House of Commons & committees

## ADVOCACY

83 *Hike The Hill At Home* meetings

134 *Hike The Hill* meetings in Ottawa



140

credit union submissions to the banking terminology consultation

40 

Members of the All-Party Credit Union Caucus

## FINANCIAL LITERACY

85 credit unions now offer *Each One, Teach One*

5,304

workshops delivered by credit unions



11,641

Canadians benefitted from the workshops

## CUSOURCE

21,250

learners

51K

course completions

68

new courses

## COMPLIANCE

11

compliance-related webinars

### NEW TOOLS FOR CREDIT UNIONS:

 Model Policies & Procedures

Anti-Spam (CASL)  
Common Reporting Standard (CRS)

 Self-Assessment Tools

Privacy  
Anti-Spam  
AML

 CRS Decision Trees

Pre-existing accounts  
New accounts  
Self-certification

## MEDIA, SOCIAL & RESEARCH

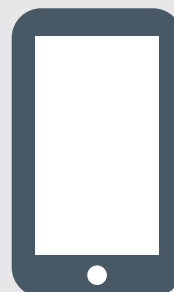
1B+   
media impressions

17K+   
research subscription downloads

3x   
increase in engagement on Twitter

2x   
increase in engagement on Facebook

## MOBILE PAY



13 credit unions now offering Mobile Pay for Android

13 coming soon

116 more expressing interest