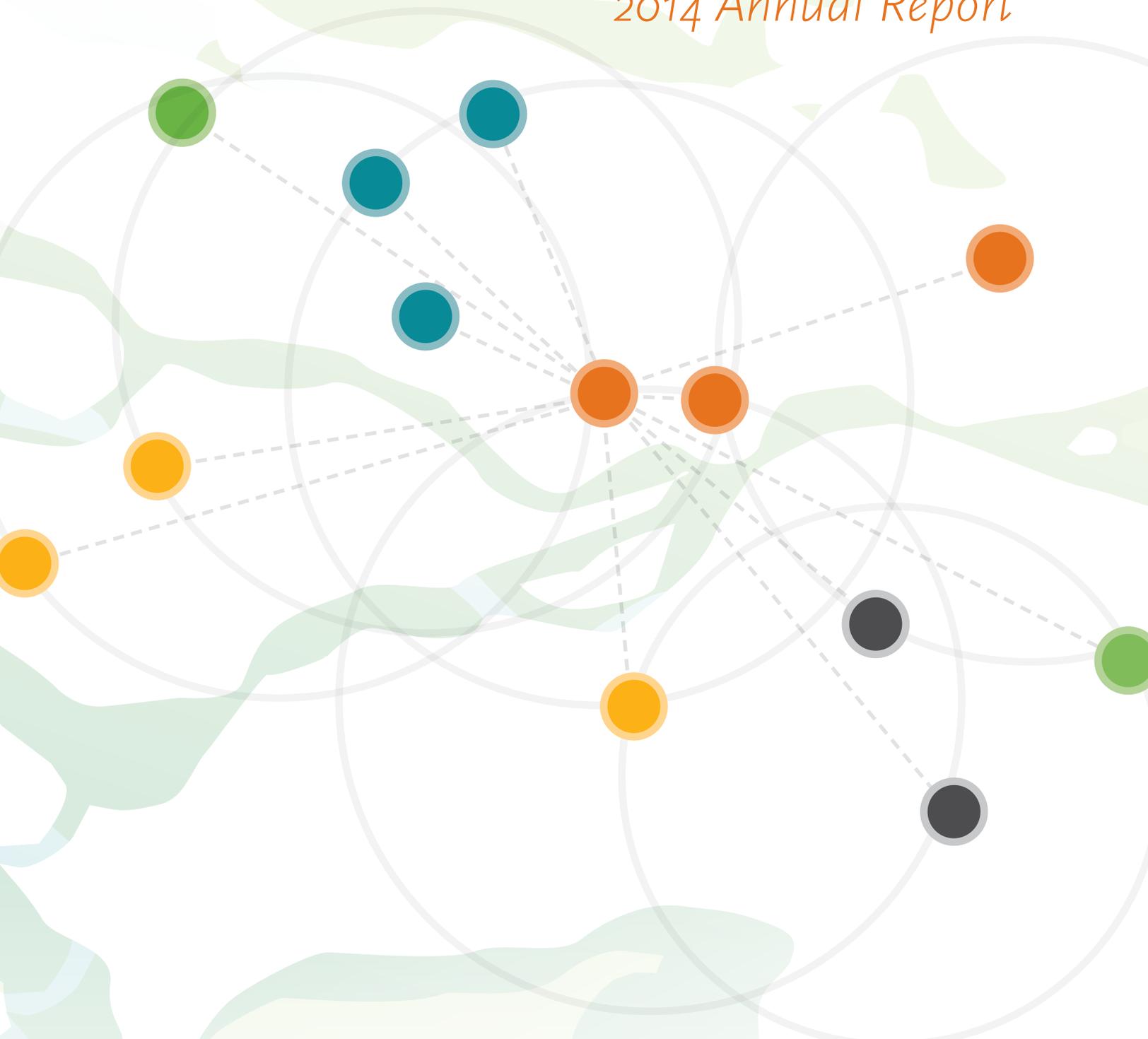


# CONNECTION:

*2014 Annual Report*



save

smart

# CONNECTION: *our mission*

## MISSION

G&F Financial Group is a progressive organization that creates opportunities by investing in our people, our members, and our communities. Together we make dreams happen.

## SERVICE STATEMENT

We belong to a dynamic team, committed to building long term relationships, providing exceptional personalized service and exceeding the expectations of the people and communities we serve.

## ABOUT

With roots deep in the West Coast, G&F Financial Group is one of the top 10 largest Credit Unions in BC. We proudly serve almost 28,000 members and manage \$1.44 billion in assets under administration. Our history is connected to numerous credit unions in the area, and we have served the Lower Mainland of British Columbia for over 70 years.

G&F Financial Group has 13 branches located in Vancouver, Burnaby, Richmond, New Westminister, Surrey, Port Coquitlam, and most recently, Langley. We proudly provide everyday banking services, but our passion lies in educating and empowering our members to plan, save, borrow, protect, and dream bigger. It is our priority to ensure that members gain the financial clarity and direction they need to achieve their financial goals.

We recognize that our members want options in how they do business with us, and therefore offer a multi-channel approach to serving members. In addition to in-branch services, we offer secure online, mobile, and telephone

banking, with the option to call in to our Member Hub, plus a mobile team of experts who meet with members when and where it's convenient for them.

As a Credit Union that does it all, from banking to insurance and investments, G&F Financial Group brings a progressive and personal view to banking. We believe in forming and nurturing relationships with all of our members to provide them with the best possible service and to deliver products best suited to their needs. By connecting with members, employees, and the communities in which we work and play, we go above and beyond to ensure a brighter financial future.

G&F Fresh Team at Greek Days



# CONNECTION:

*a message from the Board of Directors  
and our Co-CEOs*

connect

clarity



*Pictured left to right:  
William Kiss,  
Co-Chief Executive Officer;  
Vince Fiamengo,  
President and Chair,  
Board of Directors;  
Jeff Shewfelt,  
Co-Chief Executive Officer*

## CHANGING LANDSCAPES AND STRENGTHENING TIES

2014 marked the 74th year of business at G&F Financial Group, and what a successful year it was! We have grown immensely over the past decades, but our commitment to and connection with our members and the community remains steadfast. In a fast-paced and increasingly technology-centric environment, we pride ourselves on the personal relationships and connections we make with members; it is this personal touch that sets us apart from other financial institutions.

The pace of change is increasing rapidly in the financial services sector, and 2014 was another year of success, growth, and relationship building for G&F Financial Group. Most exciting, we opened two new branches in 2014; one in Kitsilano, Vancouver, and another in Willoughby, Langley. Both branches welcomed many new members and the branch teams received warm welcomes from our new neighbours and communities.

As our branch network grew, so did our membership. Over 1,900 new members joined G&F Financial Group in 2014; growing our net membership by 445 to reach a total of almost 28,000. 2014 saw healthy growth in all areas of the Credit Union despite shrinking margins due to a continued low interest rate environment and increasing rate competition between financial institutions.

Our total assets grew by 6.4%, reaching \$1.27 billion by the end of 2014. In an environment with low interest rates, a focus on member relationships and a mobile team of experts, lending grew by a notable \$78.5 million, or 7.5% over the course of the year. The Credit Union's total comprehensive income reached \$3.0 million for the year, and we declared a healthy 4% dividend on member equity shares. With a capital adequacy ratio in excess of 16% in 2014, the Credit Union is financially sound and well capitalized.

The Credit Union's Wealth Management division is becoming increasingly valuable to G&F Financial Group members, as they look to us for personal financial advice and guidance as well as access to investment and insurance products. The Wealth Management team continued along its path of success, achieving 21.4% growth in assets under management in 2014 as more members utilized our Wealth Management services.

In a busy, fast paced environment, our members seek convenience and simplicity. The Credit Union continues to see increasing adoption of our online, mobile, and telephone banking channels. To meet our members' rising need for on-the-go banking and accessibility, we launched a new mobile banking app, Deposit Anywhere™ remote deposit capture, and INTERAC® Flash.

diversity

growth

West  
Broadway  
Branch

### SHARING SUCCESS

In 2014 we simplified our chequing and savings plans, and were pleased to introduce fee-free banking to members who maintain the specified minimum monthly balance. At G&F Financial Group, we understand that youth are the foundation for the future, but that starting out on your own can be challenging. That is why we also introduced the new GO Getter Plan, free for members between the ages of 19 to 24.

Also in 2014, G&F Financial Group reached a decision to consolidate our Hastings and Main Street branches. Serving its neighbourhood since 1968, the Credit Union's Hastings location was at one time the corporate head office. Over the years, member needs and banking habits have evolved, and the Hastings branch no longer best met the needs of the Credit Union's diverse membership. With the Main Street branch located just minutes away in a vibrant and growing community, and providing ample parking, we brought the two branches together to best serve our members.

We are pleased to be able to translate our year's success back to members, and invested \$500,000\* or 15.2% of our Operating Income back into the community in 2014. Our Annual Charity Golf Tournament raised \$50,000 for the Burnaby Hospital Foundation, and together employees and members raised \$27,500 for the BC Children's Hospital. An additional \$74,000 was raised through employee fundraising efforts and the Credit Union donation matching program for the United Way Lower Mainland.

We continued to participate in and sponsor local community events, and hosted member appreciation events including complimentary movie screenings and Tai Chi lessons. With an emphasis on financial literacy, the Credit Union held numerous in-branch seminars to educate and empower members, and donated \$22,000 in scholarships and bursaries to local high school and post-secondary students.

Our 2014 Member Survey revealed that member satisfaction with G&F Financial Group continues to rise; with 87% of members rating their satisfaction with the Credit Union at 4 and 5 out of 5. In addition, 86% of members said that they would recommend us to their friends and family.

### FORGING AHEAD

We anticipate the year ahead to be filled with exciting opportunities for growth, and new and deeper member relationships and community connections. G&F Financial Group will continue to provide the best possible service, accessibility, and convenience to our diverse and growing membership. We are truly excited to be on this journey together and look forward to another prosperous and innovative year ahead.

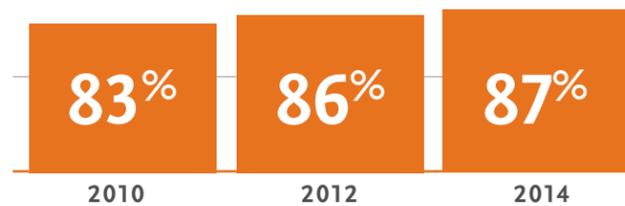
From the President and Chair of the G&F Financial Group Board of Directors and the Co-CEOs, we would like to thank all of our members for continuing to choose G&F Financial Group. Thank you for your support and patronage! We would also like to thank the G&F Financial Group Board of Directors and employees for their dedication and hard work. It is your commitment to the Credit Union and community that makes G&F Financial Group the successful Credit Union that it is today.



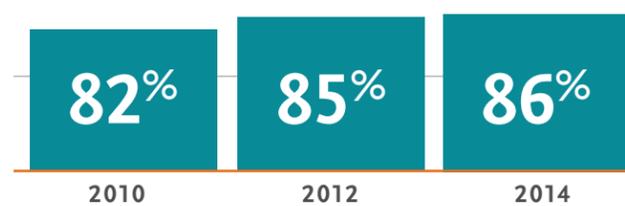
*Pictured: presenter Tyler MacLean*

RRSP  
Seminar at  
Willoughby  
Branch

### FROM OUR MEMBERS: OVERALL SATISFACTION\*\* *(ranked 4 and 5 out of 5)*



### FROM OUR MEMBERS: LIKELIHOOD TO RECOMMEND\*\* *(definitely and probably)*



\*\$500,000 includes student scholarships and bursaries as well as numerous charitable donations and community sponsorships.  
\*\*Results from 2014 Member Survey, conducted by SENTIS

Vince Fiamengo  
President and Chair,  
Board of Directors

William Kiss  
Co-Chief  
Executive Officer

Jeff Shewfelt  
Co-Chief  
Executive Officer

# CONNECTING: *with our members*

## AT G&F FINANCIAL GROUP, OUR MEMBERS ARE PARAMOUNT

We aim to educate and empower our members to achieve their financial goals. Whether it is through complimentary seminars, personalized advice, or availability outside of traditional hours and locations, we make it our priority to ensure that all members have access to the necessary resources to make informed financial decisions.

It is this personalized and educational approach that keeps our members loyal to the Credit Union. Building relationships with our members is very important to everyone at G&F Financial Group. We love meeting members out in the community; it is how we get to know our members better, give back, and create a sense of community. Throughout the year, the Credit Union hosted a variety of in-branch seminars and events, and participated in numerous sponsored events and festivals.

### A highlight of the events we hosted in 2014:

- Financial Literacy, Retirement, Estate Planning and RESP Seminars
- New Immigrant Welcome Sessions
- Tai Chi Lessons
- Free Movie Event at Langley Colossus
- Annual Charity Golf Tournament
- Grand Opening Celebrations at West Broadway and Willoughby branches

### A highlight of the events we participated in 2014:

- Cinema Under the Stars
- G&F Nights with the Vancouver Giants
- Steveston Salmon Festival, Fiji Festival, and Maritime Festival
- VanDusen Gardens Egg Hunt
- Stealthfest at the Langley Events Centre
- Bike to Work Week
- Halloween on the Heights
- Suburban Rush

## Young Women in Business (YWIB) Workshop @ SFU



*Pictured left to right: representative from YWIB, Gill Sherwood, Laura De Sousa*



## G&F Team Profile

## MEET OUR MOBILE EXPERTS

G&F Financial Group is passionate about providing our members with financial clarity to help them succeed in the future. We have a talented and experienced team of accredited Personal Account Managers, Financial Planners, Mortgage Relationship Managers, and Insurance Planners to serve all members.

We know that accessibility and convenience is important to our members, which is why, in addition to meeting in-branch, this team of experts is available to meet with members on their own terms, after hours at a more

convenient time and location. The Credit Union is seeing great success and uptake in this area, with the Wealth Management team growing its assets under management by 21.4% in 2014.

The experts on our mobile team all have one thing in common – they love helping members and making a difference in others' lives. They connect with members regularly to ensure that members are on track to achieve their financial goals.

*“Honest and clear financial advice is so important to our members, and we pride ourselves on delivering exceptional service that truly makes a difference. The G&F Financial Group mobile team of experts continues to grow every year, and I'm delighted to be able to work with a team of such talented and caring professionals.”*

Michael Atkinson, VP, Wealth Management

# CONNECTING: *with technology*

## CHANNEL SURFING

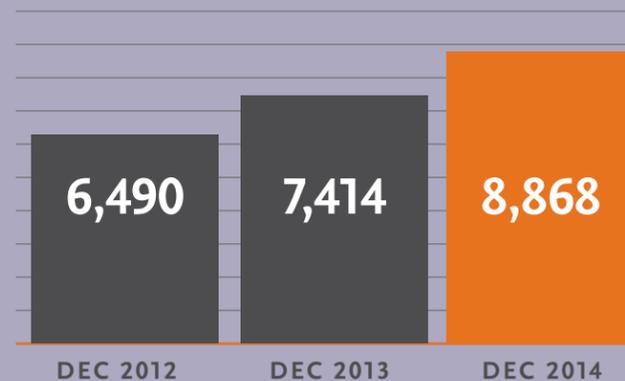
The business and personal financial landscape has changed dramatically over the years, and the pace of change is increasing rapidly. Member behaviours are changing, and more members are engaging with G&F Financial Group through a variety of channels.

Over the past three years, online, mobile, and phone banking with G&F Financial Group has increased by a dramatic 36.6%. While transaction volume continues to decline at our branches, our branch locations are becoming an increasingly important avenue for advice and financial guidance.

As technology capabilities improve, members increasingly demand value, convenience and accessibility. Prioritizing and anticipating member needs, G&F Financial Group is continually evolving and expanding our products and services, and creating new channels to interact with members.

## ONLINE, MOBILE, AND PHONE BANKING: TOTAL UNIQUE LOGINS

36.6% increase over 3 years



We have developed tools that help our membership connect with the Credit Union more easily than ever; and members can now access their banking on-the-go from anywhere, anytime.

In 2014, G&F Financial Group launched a mobile banking app, available for both Android and Apple iOS operating systems. The app allows members to securely connect with the Credit Union, and provides quick and easy access to member accounts and the ability to pay bills and transfer funds directly from smart phones.

To further increase banking accessibility, we also introduced Deposit Anywhere™, a remote deposit capture cheque service that enables members to deposit funds simply by snapping and sending a photograph of their cheque.

In the autumn of 2014, G&F Financial Group became the first Credit Union in BC to offer all members INTERAC® Flash, a contactless enhancement of INTERAC® Debit that allows for small purchases to be made simply by “tapping” the card to a terminal, eliminating the need to enter a PIN.

anticipating

needs



G&F  
Team Profile

## MEET OUR MEMBER HUB TEAM

Located locally in Surrey, the G&F Financial Group Member Hub is an excellent resource for all of our members' needs. Serving members during regular business hours and extended hours in the evenings and on Saturdays, the Member Hub provides convenience and accessibility without compromising our personalized approach and high quality of service.

With access to the Member Hub and newly launched technologies, G&F Financial Group members are not restricted by geography. They can bank with the Credit Union from anywhere in the world, and with our EXCHANGE Network® of ATMs across Canada, have access to surcharge free banking in all provinces.

*“In three years, the G&F Financial Group Member Hub has evolved into a highly energetic and fast paced environment. Each day, our team receives a wide variety of calls ranging from general account inquiries to more detailed requests. Our experts pride themselves on providing personal and professional service to our members. Even though we don't meet our members in person, we make certain they can hear our smiles over the phone. The Member Hub is thorough, ensuring that our members leave each call feeling connected and confident.”*

Kelly Campbell, Manager, Member Solutions

# CONNECTING: *with our communities*

As a community-based and member-owned financial institution, G&F Financial Group is guided by the strength of the communities in which we serve. Helping our local communities has always been a part of who we are.

In 2014, G&F Financial Group and the G&F Financial Group Foundation invested a total of \$500,000 into our communities. At 15.2%, this represents a significant portion of our Operating Income. Employees also raised an additional \$116,500 in support of local charities.

## UNITED WAY: \$74,000

In 2014 we were awarded United Way's 10 Years of Excellence Award for gold level giving. Supporting United Way Lower Mainland over 10 consecutive years, G&F Financial Group has donated a total of \$649,000 to assist in creating stronger local communities for seniors and children across Metro Vancouver.

## BURNABY HOSPITAL FOUNDATION: \$50,000

Proceeds from the Credit Union's long standing Annual Charity Golf Tournament went towards the Burnaby Hospital Foundation and their commitment to providing their patients with the best possible medical care.

G&F exemplifies what it takes to build a healthy, caring, and inclusive community. We are extremely grateful for their ongoing support and commitment to help people right here in the Lower Mainland.

– Michael McKnight,  
President & CEO  
United Way Lower Mainland

*Pictured left to right: Diane Sullivan, Nav Bains, Lesley Bernardin*

*Celebrating  
TopChef  
at G&F!*

## BC CHILDREN'S HOSPITAL FOUNDATION: \$27,500

G&F Financial Group once again surpassed our fundraising goal in support of the BCCHF. All funds raised support the BCCHF's extensive range of pediatric services: care and prevention of disease, research, staff recruitment, staff and public education, as well as the maintenance and expansion of the hospital's facilities and equipment.

## STUDENT EDUCATION AWARDS: \$22,000

We believe that the youth of today are truly the leaders of tomorrow, and that education plays an important part in their success. To assist with the financial burden of education, G&F Financial Group offers a number of bursaries and scholarships to high school and post-secondary school students, donating \$22,000 in 2014.

*Through a donation of funds and/or time we also supported numerous other community initiatives and charities, including:*

- 4-H
- BC Cancer Agency
- CCA's Women's Mentorship Program
- Centre for Child Development
- Crossroads Hospice
- Edmonds Community School
- Langley Memorial Hospital
- Pacific Blue Cross
- Seafair Minor Hockey
- South Vancouver Neighbourhood House
- Surrey Fire Fighters Charitable Society
- Wildlife Rescue Association Earthfest
- The YES Summer Camp



*Nikkei  
Matsuri  
Festival*



*Pictured: Aboriginal Mothers Centre Staff,  
Howard Normann, Director (center)*

*Supporting  
the Aboriginal  
Mothers  
Centre*



Pictured left to right: Kam Mokha, Ranjit Sandhu, and Vivian Smith, LMHF Executive Director

We are very grateful to G&F Financial Group for their generous contribution. With a growing population, it's important to look to the future and invest in the infrastructure necessary to support the residents. We wouldn't be able to do that without the help of supporters like G&F Financial Group. We are very pleased to welcome them to the Langley community.

– Kate Ludlam, Donor Relations, Major Gifts & Legacy Giving, Langley Memorial Hospital Foundation



Egg Hunt at VanDusen Gardens



G&F Team Profile

## MEET OUR FUNDRAISING COMMITTEES

At G&F Financial Group, we care. Many of our employees actively volunteer at a variety of charities and non-profit organizations, dedicating many after work hours to helping others. The Credit Union has two internal fundraising committees, one supporting the BC Children's Hospital, and one supporting the United Way Lower Mainland. A third group, the Golf Committee, organizes G&F Financial Group's long standing Annual Charity Golf Tournament.

Each committee comprises dedicated employees who spend countless hours outside of their job duties to plan, coordinate, and staff numerous fundraising initiatives. Fundraising events include pancake breakfasts, TopChef competitions, Jeans Days, and a Slo-Pitch tournament, just to name a few. We're proud to be able to make a difference for our neighbours and communities.

*"It might sound cliché when we say we care, but it is not. Employees are always eager to participate in our fundraising efforts, whether it is through our TopChef competition, playing on our Slo-Pitch team, volunteering at our Charity Golf Tournament or simply donating part of their salary to a local charity like United Way or the BC Children's Hospital Foundation. Being a part of the G&F team really makes you feel connected to the community."*

Lesley Bernardin, Manager, Business Applications & Chair of the BCCHF Committee

# CONNECTING: with our employees

## OUR EMPLOYEES ARE THE HEART OF G&F FINANCIAL GROUP

It is because of their hard work, expertise, and personalized service that our members keep coming back to the Credit Union.

We foster an inclusive, open, and inspiring work environment with plenty of opportunity for growth. The Credit Union values the opinions of all employees and regularly conducts confidential employee surveys to build on areas of strength and discover areas where we can improve. We are proud to announce that in our most recent employee survey, Employee Engagement was rated at 85%\*, greatly surpassing the industry benchmark of 69%.

\* SENTIS market research survey of G&F Financial Group employees

G&F doesn't follow what the mainstream competitors do, but creates new and innovative ways to do business. The niche that we have created will allow us to continue to grow in a highly competitive market.

~ Kevin Tsang,  
Assistant Branch Manager,  
North Burnaby

At G&F we are big enough that we can offer diverse and interesting products and services to our members, but not so big that we treat our members as numbers. We are just right.

~ Nancy Waterman, Manager,  
Financial Planning and Analysis



## MEET IGNITE, OUR YOUNG LEADERS NETWORK

Approximately half of G&F Financial Group employees are 37 years old and under. In 2014, we laid the groundwork for IGNITE, a Young Leaders Network conceived by a team of like-minded individuals to provide these young employees with opportunities to develop their leadership capabilities through different initiatives, regardless of their experience and role within the organization. Established in 2014 but launching formally in 2015, the goal of the Young Leaders Network is to ignite our young employees' passion, talent, and collaboration by creating an inclusive environment where they can learn and develop.

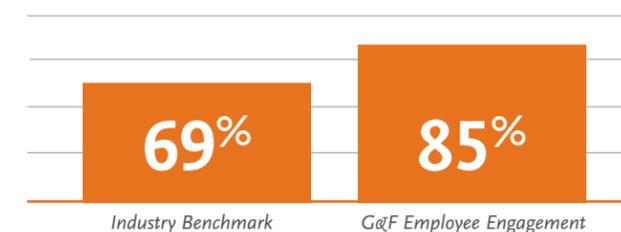
A standard measure, Employee Engagement quantifies the degree to which employees:

- Are motivated to do more than what is normally required for their jobs;
- Would recommend their employer as a good place to work; and
- Feel that their contribution is valued.

Through the survey feedback, 92% of all employees stated that they are proud to say that they work at G&F Financial Group, exceeding the industry benchmark of 75%.

The Credit Union invests in our employees' success by providing an extensive multi-faceted approach to professional development. We offer in-house training programs tailored to all positions as well as the opportunity to obtain employer-paid education and certification with our educational partners such as BCIT and the Sauder School of Business. There are no limitations to what an individual can contribute to our members and organization as they master new skills.

## G&F FINANCIAL GROUP ACHIEVED 85% EMPLOYEE ENGAGEMENT



I really value the people here at G&F. It's the people that make it all come together. All the changes, innovations, are led by strong minds and followed through by hard working employees.

~ Laura De Sousa, Financial Planner,  
Wealth Management



Canada Day Celebrations



Richmond Celebrations



Willowbrook Mall Fitness Weekend



Water's Edge Day Event



G&F Team Profile

## MEET OUR SOCIAL COMMITTEE

At G&F Financial Group, we don't just serve our members - we are our members. We value the strength of an engaged workforce and have a volunteer Social Committee, comprising cross-departmental employees, that meet several times each year to coordinate, promote, and staff the Credit Union's annual December Holiday Gala and

Night of Excellence employee recognition event. In addition to celebrating shared successes, both events instill a sense of belonging and engagement in employees, to each other and the Credit Union.

*"The Social Committee is a creative group who loves to show our employees a good time! We put a lot of thought into the options we choose and work together to create memorable events that represent what G&F Financial Group is all about."*

Erika Rigolo, Human Resources Coordinator & Chair of the Social Committee

# CONNECTING: with the environment

## NOW MORE THAN EVER, CARING FOR THE ENVIRONMENT IS OF UTMOST IMPORTANCE

In an effort to reduce our environmental footprint, G&F Financial Group introduced and adopted composting at the corporate office, launched a carpooling initiative, and encouraged over 40% of members to choose eStatements over mailed paper statements in 2014.

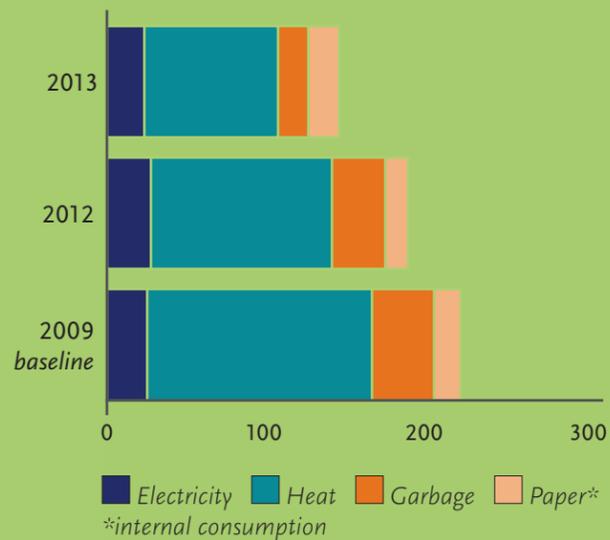
The Credit Union once again engaged with ClimateSmart to measure its third annual Greenhouse Gas emissions. A local social enterprise, ClimateSmart empowers and

enables organizations to reduce their carbon emissions through training, tips, and software, and provides certification to organizations that take steps to reduce their emissions.

With the help of ClimateSmart, the Credit Union engaged in a series of actions to reduce its emissions. These actions reduced overall emissions by 45.6 metric tonnes of CO<sub>2</sub>, including a:

- 40% reduction in emissions from garbage
- 33% reduction in emissions from heat
- 23% reduction in emissions from electricity.

**BREAKDOWN BY TYPE** (metric tonnes CO<sub>2</sub> equivalent)  
GHG Emissions by Activity Type (metric tonnes)



## MEET OUR GREEN TEAM

The Green Team was established in 2010 to manage G&F Financial Group's sustainability commitment. Its mission is to review, develop, recommend and implement green initiatives that will reduce the impact that the Credit Union's business activities have on the environment. The committee meets several times a year to find environmental solutions that reap immediate benefits to the Credit Union, its employees, members,

and the community at large. The Green Team has helped direct architects of our new branches to incorporate solutions that help to:

- Optimize energy use,
- Protect and conserve water,
- Use environmentally preferable products, and
- Enhance indoor air quality.

*"Led by a group of environmental stewards, the Green Team at G&F Financial Group is dedicated to making the Credit Union a more environmentally friendly place to work. We know this is something that both employees and our members care about, and we are actively working to implement various initiatives, such as composting in 2014, to honour our sustainability commitment."*

Dean Wutke, Manager, IT Infrastructure & Chair of the Green Team

# CONNECTING:

## Welcoming Willoughby & West Broadway

### 2014 WAS A SPECIAL YEAR AT G&F FINANCIAL GROUP

We opened two new branches; one in the young and growing area of Willoughby, Langley, and another in the vibrant Kitsilano neighbourhood of Vancouver.

Grand Opening ceremonies at the new Willoughby and West Broadway branches featured local performers, complimentary food and drinks, games and prizes, and a \$5,000 Crack the Code contest, where participants were given a chance to win \$5,000 cash. Richard Brown of Langley and Hanna Peterson of Vancouver were the lucky winners who received \$5,000 each.

### WILLOUGHBY BRANCH

Unit 120 - 20780 Willoughby Town Centre Drive  
Branch Manager: Kam Mokha  
Assistant Branch Manager: Julie Powell

Opening its doors in the spring of 2014, the Willoughby branch is the first G&F Financial Group branch in the Township of Langley. Serving a burgeoning neighbourhood, the branch was quickly welcomed into the community by neighbours including the Langley Events Centre, Langley Memorial Hospital, and Willowbrook Shopping Centre, as well as many new and existing members.

*Pictured left to right: Jeff Shewfelt, Kam Mokha, Nelson Sandhu*



Willoughby  
Branch  
Opening  
Celebrations

celebrate

invest



West  
Broadway  
Crack the Code  
Winner!

*Pictured left to right: Andrew Solnordal, Pamela Tsatouhas and Crack the Code Winner (West Broadway), with the G&F Fresh Team*

### WEST BROADWAY BRANCH

2941 West Broadway  
Branch Manager: Pamela Tsatouhas  
Assistant Branch Manager: Emilie Cook

The third G&F Financial Group branch in Vancouver, but first in the Kitsilano neighbourhood, the West Broadway branch opened in the summer of 2014. The branch brings a community focus to this close-knit and energetic area. Since its summer opening, the West Broadway branch has held numerous in-branch seminars and networking events for community members, who utilize the free meeting space.

# FINANCIALS:

## MANAGEMENT'S RESPONSIBILITY FOR FINANCIAL REPORTING

These summarized consolidated financial statements have been prepared by the management of Gulf and Fraser Fishermen's Credit Union who are responsible for their reliability, completeness and integrity. The summarized consolidated financial statements were prepared in accordance with requirements of the Financial Institutions Act of British Columbia. The financial information presented in the annual report is consistent with the consolidated financial statements.

Systems of internal control and reporting procedures are designed to provide reasonable assurance that financial records are complete and accurate so as to safeguard the assets of the Credit Union. These systems provide assurance that all transactions are authorized and proper records are maintained. Internal audit procedures provide management with the ability to assess the adequacy of these controls. In addition, they are reviewed by the Credit Union's external auditors.

The Board of Directors has approved the consolidated financial statements. The Audit Committee of the Board has reviewed the statements with the external auditors, in detail, and received regular reports on internal control findings. KPMG LLP, Chartered Accountants, the independent external auditors appointed by the membership, examined the consolidated financial statements of the Credit Union in accordance with Canadian generally accepted auditing standards. They have had full and free access to the management and staff of the Credit Union and the Audit Committee of the Board.



William Kiss  
Co-Chief  
Executive Officer



Jeff Shewfelt  
Co-Chief  
Executive Officer



Ron Lee  
Vice President,  
Finance

**Report of the Independent Auditors  
on the Summarized Consolidated Financial Statements**

To the Members of Gulf and Fraser Fishermen's Credit Union

The accompanying summarized consolidated financial statements of Gulf and Fraser Fishermen's Credit Union, which comprise the summarized consolidated statement of financial position as at December 31, 2014, and the summarized consolidated statements of total comprehensive income and changes in members' equity for the year then ended are derived from the audited consolidated financial statements, prepared in accordance with International Financial Reporting Standards, of Gulf and Fraser Fishermen's Credit Union as at and for the year ended December 31, 2014.

We expressed an unmodified audit opinion on those consolidated financial statements in our report dated February 26, 2015.

The summarized consolidated financial statements do not contain all the disclosures required by International Financial Reporting Standards applied in the preparation of the audited consolidated financial statements of Gulf and Fraser Fishermen's Credit Union. Reading the summarized consolidated financial statements, therefore, is not a substitute for reading the audited consolidated financial statements of Gulf and Fraser Fishermen's Credit Union.

**Management's Responsibility for the Summarized Consolidated Financial Statements**

Management is responsible for the preparation of the summarized consolidated financial statements in accordance with the basis described in note 1.

**Auditors' Responsibility**

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

**Opinion**

In our opinion, the summarized consolidated financial statements derived from the audited consolidated financial statements of Gulf and Fraser Fishermen's Credit Union as at and for the year ended December 31, 2014 are a fair summary of those consolidated financial statements, in accordance with the basis described in note 1.



Chartered Accountants  
February 26, 2015  
Vancouver, Canada

Gulf and Fraser Fishermen's Credit Union  
**Summarized Consolidated Statement of Financial Position**

(Expressed in thousands of dollars)  
As at December 31, 2014, with comparative information for 2013

	2014	2013
<b>Assets</b>		
Cash	\$ 35,730	\$ 20,993
Financial investments	102,449	121,039
Derivative assets	706	21
Loans	1,121,748	1,043,286
Premises and equipment	7,981	6,780
Intangible assets	586	485
Investment property	798	799
Deferred income tax asset	782	877
Other assets	3,168	3,290
	<b>\$ 1,273,948</b>	<b>\$ 1,197,570</b>
<b>Liabilities and Members' Equity</b>		
Deposits	\$ 1,150,106	\$ 1,105,640
Members' shares	3,593	3,682
Borrowings	38,755	9,975
Other liabilities	3,021	2,839
	1,195,475	1,122,136
Members' equity:		
Accumulated other comprehensive income	318	-
Retained earnings	78,155	75,434
	78,473	75,434
	<b>\$ 1,273,948</b>	<b>\$ 1,197,570</b>

See accompanying note to the summarized consolidated financial statement

**APPROVED BY THE DIRECTORS:**



**Vince Fiamengo,**  
President and  
Chair, Board of Directors



**Gary Williamson,**  
Chair of the Audit Committee

**NOTE 1: BASIS OF PREPARATION:** The accompanying summarized consolidated financial statements have been prepared in accordance with Section 128 (4) of the Financial Institutions Act and are derived from the complete audited consolidated financial statements of Gulf and Fraser Fishermen's Credit Union, prepared in accordance with International Financial Reporting Standards (IFRS), as at and for the year ended December 31, 2014. Readers are cautioned that these summarized consolidated financial statements do not include all the disclosures necessary for complete and fair presentation. Complete audited consolidated financial statements for the year ended December 31, 2014, together with the auditors' report thereon, were authorized for issue by the Credit Union's Board of Directors on February 26, 2015 and can be obtained at any of our branches.

*The complete set of these financial statements, including notes, is available online at [www.GFFG.com](http://www.GFFG.com) and at all branches. The 2014 Governance Report is also available online.*

Gulf and Fraser Fishermen's Credit Union  
**Summarized Consolidated Statement of Total Comprehensive Income**

(Expressed in thousands of dollars)  
 Year ended December 31, 2014, with comparative information for 2013

	2014	2013
Interest income	\$ 41,940	\$ 40,310
Interest expense	16,661	15,560
<b>Net interest income</b>	<b>25,279</b>	<b>24,750</b>
Other income	6,405	5,952
Hedge ineffectiveness on cash flow hedges	22	-
Allowance for impaired loans	(550)	(500)
Operating Income	31,156	30,202
Operating expenses	27,876	25,863
Income before undernoted	3,280	4,339
Gain on sale of premises	-	2,372
Loss on sale of assets held-for-sale	-	(84)
Distributions to members	(109)	(113)
Income before income taxes	3,171	6,514
Provision for income taxes	450	941
<b>Net income from continuing operations</b>	<b>2,721</b>	<b>5,573</b>
Net loss from assets held-for-sale	-	(178)
<b>Net income</b>	<b>2,721</b>	<b>5,395</b>
Net unrealized gain from cash flow hedges (net of tax)	318	-
<b>Total comprehensive income</b>	<b>\$ 3,039</b>	<b>\$ 5,395</b>

See accompanying note to the summarized consolidated financial statement

Gulf and Fraser Fishermen's Credit Union  
**Summarized Consolidated Statement of Changes in Members' Equity**

(Expressed in thousands of dollars)  
 Year ended December 31, 2014, with comparative information for 2013

	Accumulated other comprehensive income	Retained earnings	Members' equity
Balance on December 31, 2012	\$ -	\$ 70,039	\$ 70,039
Net income	-	5,395	5,395
<b>Balance on December 31, 2013</b>	<b>-</b>	<b>75,434</b>	<b>75,434</b>
Cash flow hedges	318	-	318
Net income	-	2,721	2,721
<b>Balance on December 31, 2014</b>	<b>\$ 318</b>	<b>\$ 78,155</b>	<b>\$ 78,473</b>

See accompanying note to the summarized consolidated financial statement

Gulf and Fraser Fishermen's Credit Union  
**Five-Year Financial Review**

(Expressed in thousands of dollars)  
 Year ended December 31, 2014, with comparative information for 2010 - 2013

CONSOLIDATED STATEMENT OF FINANCIAL POSITION (unaudited)	2014	2013	2012	2011	2010
Cash and investments	\$ 138,179	\$ 142,032	\$ 111,484	\$ 120,667	\$ 127,359
Loans	1,121,748	1,043,286	957,405	911,815	845,574
Other assets	14,021	12,252	19,129	16,674	15,778
<b>Total Assets</b>	<b>\$ 1,273,948</b>	<b>\$ 1,197,570</b>	<b>\$ 1,088,018</b>	<b>\$ 1,049,156</b>	<b>\$ 988,711</b>
Member deposits and members shares	\$ 1,153,699	\$ 1,109,322	\$ 1,003,709	\$ 979,972	\$ 923,437
Other liabilities	41,776	12,814	14,270	4,397	5,022
Members' equity	78,473	75,434	70,039	64,787	60,252
<b>Total Liabilities and Members' Equity</b>	<b>\$ 1,273,948</b>	<b>\$ 1,197,570</b>	<b>\$ 1,088,018</b>	<b>\$ 1,049,156</b>	<b>\$ 988,711</b>

CONSOLIDATED STATEMENT OF INCOME (unaudited)	2014	2013	2012	2011	2010
Interest income	\$ 41,940	\$ 40,310	\$ 40,134	\$ 39,807	\$ 39,258
Interest expense	16,661	15,560	14,780	15,357	15,303
Other income, gains and allowance for impaired loans	5,877	7,740	7,039	6,338	6,990
Operating expenses	27,876	25,863	26,172	24,541	24,578
Earnings from operations before income tax and distributions	\$ 3,280	\$ 6,627	\$ 6,221	\$ 6,247	\$ 6,367

SELECTED STATISTICAL DATA (unaudited) as a percentage of average assets	2014	2013	2012	2011	2010
Net Interest Income	2.08	2.20	2.39	2.41	2.43
Other income, gains and allowance for impaired loans	0.48	0.69	0.66	0.62	0.71
Operating expenses	2.29	2.29	2.46	2.41	2.50
Earnings from operations before income tax and distributions	0.27	0.59	0.59	0.61	0.65
<b>ALLOWANCE FOR IMPAIRED LOANS</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>	<b>2010</b>
Closing Balance	\$ 3,902	\$ 3,661	\$ 3,385	\$ 3,321	\$ 3,621

# BOARD OF DIRECTORS



**Vince Fiamengo**  
President and Chair



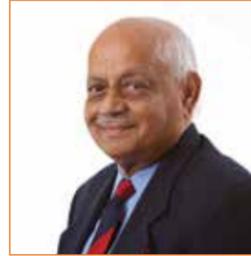
**Lewis Bubl **  
1st Vice President



**Howard Normann**  
2nd Vice President



**Joe Boroevich**  
Director



**Villa Nova Carvalho**  
Director



**Brian Hamaguchi**  
Director



**Bill Nohr**  
Director



**John Secord**  
Director



**Lee Varseveld**  
Director



**Sonia Virk**  
Director



**Gary Williamson**  
Director



**Floyd Yamamoto**  
Director

## SENIOR MANAGEMENT TEAM

**William Kiss**  
Co-Chief Executive Officer

**Jeff Shewfelt**  
Co-Chief Executive Officer

**Juliana Yung**  
Executive Vice President, Credit

**Michael Atkinson**  
Vice President, Wealth Management

**Bobby Dhillon**  
Vice President, Marketing

**Chris Goodman**  
Vice President, Information Technology

**Ron Lee**  
Vice President, Finance

**Nelson Sandhu**  
Vice President, Member Experience

**Diane Sullivan**  
Vice President, Human Resources

**Margot Davis**  
Associate Vice President,  
Corporate Planning and Projects

**Peter Kobayashi**  
Associate Vice President, Retail Credit

**Ranjit Sandhu**  
Associate Vice President, Retail Banking

**Andrew Solnordal**  
Associate Vice President, Retail Banking

**Peter Unadkat**  
Associate Vice President, Retail Banking

**Lisa Boyle**  
Board Secretary, Executive Assistant

save

borrow

protect

plan

## BURNABY

South Burnaby Branch  
7375 Kingsway

North Burnaby Branch  
105-4191 Hastings Street

## LANGLEY

Willoughby Branch  
120-20780 Willoughby Town  
Centre Drive

## NEW WESTMINSTER

New Westminister Branch  
760 6th Street

## PORT COQUITLAM

Port Coquitlam Branch  
400-2748 Lougheed Highway

## RICHMOND

Richmond Centre Branch  
7971 Westminister Highway

West Richmond Branch  
120-8900 No. 1 Road

## SURREY

Cloverdale Branch  
500-6456 176th Street

Fleetwood Branch  
101-15910 Fraser Highway

Nordel Crossing Branch  
101-12020 Nordel Way

## VANCOUVER

41st Avenue Branch  
2735 East 41st Avenue

Main Street Branch  
1-2949 Main Street

West Broadway Branch  
2941 West Broadway

## CORPORATE OFFICE

7375 Kingsway  
Burnaby BC, V3N 3B5  
604-517-5100

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**Member Hub: 604-419-8888**

**[www.GFFG.com](http://www.GFFG.com)**

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 **@gffg**

 **g&f-financial-group**



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