



**Frontline Financial Credit Union Limited**  
**Minutes of the 76th Annual General Meeting for the year ending 2024**  
**Held April 8, 2025**

**By:** In Person – Trattoria Caffè Italia, 254 Preston St., Ottawa, ON  
& Virtual Online Zoom Meeting

**Purpose:** To conduct the business of Frontline Financial Credit Union with our members and to inform them of the performance of the Credit Union for the fiscal year 2024.

**Board Members Present:**

Peter Hunt, Chair  
Brendan White, Vice Chair  
Neil Warren, Corporate Secretary (by Zoom)  
Kathy Stewart, Audit Chair  
Steve Brabazon  
Craig Morrison  
Roger Geoffrion (by Zoom)  
Steve Boucher  
Joey St. Jacques

**Regrets:**

None

**Registration of Members 17:30 – 18:00 hrs.**

**1. President's Welcome:**

There was a quorum present, and the meeting was called to order at 18:02 hrs. by the Chair, Peter Hunt, who welcomed the members and invited guests.

A moment of silence was observed for those members we lost in 2024.

**2. Approval of Agenda:**

Peter Hunt presented the agenda for the 76th Annual General Meeting. A motion was called to approve the Agenda by John McCarthy and seconded by Steve Brabazon. All in favour – motion carried.

**3. Minutes of the 75<sup>th</sup> Annual General Meeting:**

Peter Hunt referred members to the Minutes of the 75<sup>th</sup> Annual General Meeting. A motion to dispense with the reading of the minutes was made by Mike Cyr and seconded by John Roach. All in favour – motion carried. Hearing no questions, a motion was called to accept the minutes by Debbie McCabe and seconded by Jim Bloom. All in favour – motion carried.

**4. Report of the President:**

Peter Hunt welcomed members to our 76<sup>th</sup> Annual General Meeting. He thanked the members, management and staff for their support and gave a special thanks to Debbie Hamilton, who recently retired in December 2024. She will forever be remembered for her passion, knowledge, leadership, and friendship. Peter reported that at a time when many banks and credit unions were recovering from a pandemic and preparing for the uncertainty of fluctuating interest rates, Steve presented a plan to open the Kanata branch. This proposal was unanimously supported by the Board of Directors and the past three years have proven that to be a visionary step for Frontline Credit Union. He informed the audience of our Staff, Management and Board compensation policy, as well as confirming that the Board reviews the composition of its members to identify any gaps or imbalances to look for opportunities to further enhance skills and diversity. Peter praised the credit union for never losing sight of the co-operative principals on which we were founded.

Hearing no questions, a motion was called to accept the report by Brendan White and seconded by Bernie McMahon. All in favour – motion carried.

#### **5. Report of the Chief Executive Officer:**

Steve Kingan, CEO, reminded members of the reported net loss of \$390,000 in 2023. He stressed that this was not indicative of our state of affairs but rather a consequence of coming out of the pandemic. This year, he is proud to report that we ended the year with a positive net income of \$41,000. He is also pleased to report that we grew our assets contrary to the industry's experience and finished the year just shy of \$228 Million.

Steve introduced and welcomed Jackie Dempsey, our new COO. Significant operational changes in 2024 included the closing of our Police branch, our Kanata branch continued to exceed our forecasted growth, we migrated our website and mobile app to Forge 2.0 to give our membership an improved digital experience, our partnership with Mortgage Brokers Ottawa continued to blossom, and we continued to invest in our Cybersecurity Plan. With the unknown/upcoming changes to the economy, market risk and interest rate changes will greatly impact the next few months, but Steve emphasized that our rates will remain competitive and is confident we'll see some solid growth in 2025. He explained there will be an interactive segment at the end of the meeting. The input gathered will play a key role in the development of our Strategic Plan for the next five years. Steve thanked his team and members for their continued support and trust.

Hearing no questions, a motion was called to accept the report by John Roach and seconded by Debbie McCabe. All in favour – motion carried.

#### **6. Lending Services Report:**

Kim Bridgeman reported that despite the interest rate environment, 2024 was a great year for the credit team due in part to our relationship with Mortgage Brokers Ottawa, and also the goodwill we have cultivated with our membership.

This coming year, there are several mortgages renewing from the 2% rates we had a few years ago. As with all our renewals, we will do our very best to ensure those mortgages remain on our books and those members are able to stay in their homes, despite the mortgage rates being significantly higher than their present rates.

Kim thanked her incredible lending staff and looks forward to continuing to work with members in 2025.

Hearing no questions, a motion was called to accept the report by Laura Liddy, seconded by Ed Walker. All

in favour – motion carried.

## **7. Report of The Audit Committee:**

Kathy Stewart highlighted her Audit Committee report. The major highlight was during the fall of 2023. The Provincial Regulator for Credit Unions performed their Supervisory Assessment. In February 2024 we received their final report which had two requirements and six recommendations. The Board and Senior Management have addressed these findings. The assessment has resulted in us continuing to pay the lowest premiums for our deposit insurance, which is a result of the work of all our staff in providing professional services to all of you, the members.

We completed our third year with BDO as our external auditors and we have received another unqualified opinion which means a clean report.

Jimena Martinez of Samson & Associates continued to provide internal audit services for 2024.

The Audit Committee met five times since the last AGM, which is more than our required four times during the year. The Committee has no matters that require reporting or disclosure to our members pursuant to the Act or the Regulations and confirmed that the Committee is conducting activities in accordance with the Act and Regulations.

Kathy thanked all staff and members of the Audit Committee for all their time and commitment to overseeing the operations of the Credit Union.

Hearing no questions, a motion was called to accept the report by Dave Andre and seconded by Ron McCabe. All in favour – motion carried.

## **8. Auditor's Report:**

Kelsey Montgomery, Engagement Partner from BDO presented a brief overview of their Independent Auditor's Report issued March 8, 2025. The report outlines the responsibilities of Management, and the Auditors, in ensuring that the Financial Statements fairly represent the financial position of the credit union as of Dec. 31, 2024, and have been prepared using the International Financial Reporting Standards (IFRS). Management is responsible for the preparation and presentation of the Financial Statements, as well as the design and implementation of an internal control environment that appropriately captures the financial information and adequately safeguards the assets of the credit union and its members. BDO conducted their audit in accordance with Canadian Generally Accepted Audit Standards, and in their opinion, the financial statements are presented fairly in accordance with IFRS.

Hearing no questions, a motion was called to accept the report by Marc Asselin, seconded by Joey D'Angelo. All in favour – motion carried.

## **9. Report of the Chief Financial Officer and Presentation of Financial Statements:**

Lisa Tanguay provided a summary of the 2024 Financial Statements.

On December 31<sup>st</sup> the credit union had \$227,949,501 in assets. These assets included \$209,942,870 in loans to members and \$16,811,529 in cash and investments of which \$14,420,670 is designated as High-Quality Liquid Assets. The credit union set aside \$658,613 in Allowance for Doubtful Loans. During the year the credit union had \$61,717 in loans written off.

After taxes, the Credit Union recorded a profit of \$41,637. \$10,251,142 was received in interest income from lending activities and investments and \$944,084 was received from other income activities. \$7,017,545 was paid in interest expense on member deposits and non-interest expenses included operating expenses of \$1,991,765 and personnel expenses of \$2,025,707.

All decisions regarding base pay, annual increases, and bonuses for the officers of the credit union are approved by the Board of Directors. Frontline manages its compensation to all employees in accordance with its policies which are reviewed and approved annually by the Board of Directors.

There are no benefits or concessional terms and conditions applied to restricted and related parties.

As of December 31, 2024, the Credit Union was in compliance with all its risk management policies and activities.

Hearing no questions, a motion was called to accept the report by Kathy Stewart, seconded by Bob Larochelle. All in favour – motion carried.

#### **10. Unfinished Business:**

None to report.

#### **11. New Business:**

##### **(a) Appointment of Auditors:**

The Audit Committee recommended that BDO be appointed as the financial auditor for the Credit Union for the 2025 fiscal year.

Hearing no questions, a motion for acceptance was made by Kathy Stewart, seconded by John Roach. All in favour – motion carried.

##### **(b) Elections to the Board of Directors:**

A pre-recorded video from Craig Morrison, Nominating Chair, was presented. Three of the current Board Members' terms were expiring: Steve Brabazon, Brendan White, and Roger Geoffrion. This year, we did not receive any new nominations. Craig congratulated Steve, Brendan, and Roger on being elected by acclamation.

Hearing no questions, a motion was called to accept the report by Joey D'Angelo, seconded by Steve Boucher. All in favour – motion carried.

##### **(c) New Business arising from the floor:**

John Roach asked Frontline if they had any influence in the Kemptonville / Winchester area. Steve Kingan replied that he would reach out to the MP.

Jon Mortinsen inquired about the increased wait time to speak with reception. Steve Kingan replied that additional staff have been hired, and this should rectify the issue.

#### **12. Adjournment:**

Peter Hunt requested a motion for adjournment. Moved by Dave Smith and seconded by John McCarthy.  
All in favour – motion carried.

76th Annual General Meeting adjourned at 19:01 hours.

Minutes prepared and certified correct by:

Jennifer Kreiger  
Recording Secretary