

How can Leading Edge Credit Union better serve its membership? Your feedback:

Products and Services

- Continue with technology investments
- Online chat feature
- Enhance small business funding opportunities
- Enhance post-secondary services including provision of loans and information on student loans, financial management, student accounts, etc.

Communication

- Promote CEO's blog - increases members' trust and transparency
- Bump blog and Board highlights through social media
- Improve complaint/suggestion process - offer face-to-face, email and online options
- Increase public engagement opportunities - include more info on branch performance
- Online banking workshops
- Post secondary financial planning and management workshops

Partnerships

- Foster youth/senior partnerships on things such as social media and navigating the online world
- Partner with the Gateway Community Business Development Corporation (CBDC) to enhance business growth within the community

How can Leading Edge Credit Union better serve the community? Your feedback:

- Develop and maintain a “volunteer” registry to match volunteers to organizations/individuals in need of help
- Develop a “free labour” program to help aging population with home and property repairs/maintenance
- Source out government funding/grants for home improvements
- Offer entrepreneurship training and business plan development workshops
- Work with other community organizations to develop a community “welcome wagon”

- Have the credit union be the focal point for information on community activities/services
- Support the development of independent living units and other types of social housing in the Codroy Valley
- Use the in-branch TV screen to promote community events and activities
- Provide office space and meeting rooms for local community groups and small business members who otherwise do not have access to professional facilities
- Support for regionalization efforts, including education and mediation
- Increase/enhance recreational infrastructure