Edition 007 – Summer 2025

Welcome to the StellerVista Newsletter!

We've built this newsletter as a window into some of the important things going on at your credit union. This will be updated and sent out quarterly, and we'll even try to keep a few printed copies on hand in the branches, just in case ;)

Be sure to subscribe to get this information dropped right to your email inbox.

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If there is any topic you'd like covered in an upcoming newsletter, let us know by emailing info@stellervista.com – with the subject line "Newsletter".

Get a Guide on Your Side!

We are excited to announce a major evolution in how we serve our members—introducing our dedicated team of StellerVista Guides. These aren't your typical bankers; they're experienced financial professionals committed to guiding you through every step of your financial journey with personalized, insightful advice tailored specifically to life here in our local communities.

We believe that true financial confidence comes from being informed. While bankers and brokers often feel transactional, we know that knowledge and financial literacy are life-changing skills, and we're deeply committed to ensuring that every member is empowered to make wise financial decisions.

To support this mission, we've created a comprehensive and accessible resource: **The Trail-Tested Guide to Borrowing.** This practical, easy-to-follow guide is designed to demystify lending and borrowing—an area of personal finance that many find intimidating and complex.

Inside, you'll discover:

- Clear explanations about common borrowing products like mortgages, personal loans, credit cards, and lines of credit.
- Real-world tips and insights to help you borrow smartly, manage debt effectively, and confidently plan your financial future.
- Common pitfalls and how to avoid them, giving you the wisdom to steer clear of typical financial traps.

What sets our guide apart is that it isn't just another document—it's a valuable companion on your financial journey. You can download this indispensable resource free, right now, RIGHT HERE—Or stop by your local branch to pick up a printed copy.

Debt is inevitable. Getting lost in it isn't.

FREE WEBINAR: Kootenay Mortgages - 101

If you haven't yet gathered - financial literacy is something we enjoy. It is truly at the heart of all we do—and that's why we're hosting a Mortgage 101 Webinar, created to help members navigate the home buying and borrowing journey with clarity and confidence.

Whether you're a first-time buyer, renewing your mortgage, or just looking to learn more—this session is for you. We'll walk through the basics of mortgage types, terms, rates, and strategies to help you make informed decisions in today's evolving housing landscape.

🗓️ **Monday, June 23rd – 11am (Pacific) / 12pm (Mountain)**
👉 **Register today at stellervistacreditunion.com/mortgage101**

Excuse me. Is the "Phish" local?

We've all had it—a letter, call, or email from someone like ICBC or the municipality when we weren't really expecting it. It's usually something that seems to require action—pay a bill, confirm info, click a link. And that moment of hesitation? That's exactly what scammers are counting on.

While CRA scams have been around for years, a new wave of phishing scams is targeting potential victims by impersonating more localized services—anything from BC Hydro to your local library. Since most people are familiar with how the CRA typically communicates, scammers are shifting tactics and seeing more success with less-familiar names. It's the same trick, just with a new mask—and unfortunately, it's working.

The good news? The defense hasn't changed:
If you didn't expect the contact, don't trust the request. If something feels even a little off—don't click, don't reply, don't pay. Instead, look up the agency's official contact info (phone, email, website, or visit in person) and verify every detail directly with them.

Red Flags to Watch For:
📪 Unsolicited messages about bills, tax refunds, or fines
⚠️ Urgent demands to act now or face penalties
🔗 Links with slightly altered URLs
🛑 Requests for personal info, passwords, or payment by e-transfer/gift cards

Protect Yourself:
⏸️ Pause before reacting—real agencies don't rush you
🔍 Verify directly—use the official website or contact info
🧐 Hover (don't click!) to preview where a link actually leads

Think it's a scam?
Report it to the impersonated organization—and to us at StellerVista.com/Fraud.

Be cautious. Be confident. Be safe.

New Website: Coming Soon!

Big news! We're working hard behind the scenes on a brand new public website, launching later this year. But this isn't just any redesign—we're proud to say our new site will be among the first credit union websites in Canada to meet WCAG accessibility standards.

That means our new platform will be easier to navigate, faster to use, and accessible to everyone—regardless of ability, device, or experience level. Because we believe banking like you live here also means banking that includes everyone.

The new site is expected to launch in late summer or early fall, and we'll be providing plenty of notice and walkthroughs ahead of time.

Stay tuned—something great is on the way!

Mortgage Renewals Reach Record Levels in Canada

Mortgage renewals are reaching record levels across Canada in 2025, with more homeowners facing renewals amid a period of rising interest rates and economic uncertainty. This scenario is the result of historically low-interest mortgages, initially secured during the pandemic, now coming up for renewal. As a result, many banks and brokers are applying heavy sales pressure, creating urgency as homeowners face significantly higher monthly payments.

But here's the good news—renewal time is actually your strongest opportunity to reassess your lender and possibly switch to a better situation. At StellerVista Credit Union, we've welcomed many members who chose us after feeling pressured by their previous banks. Mortgages are major commitments, and you should never feel pressured or uncomfortable with any offer, rate, or term.

Our StellerVista Guides are here to ensure you find the mortgage that's genuinely best for you. We're local, we understand, and we genuinely care about the financial health of our members.

To make things even easier, we're currently offering up to $5,000* cash back, plus up to $1,200* to cover your mortgage transfer fees. *(*Full details on this at stellervista.com/mortgages)*

Your renewal is your advantage—make the most of it.
Learn more @ stellervista.com/mortgages