



TOGETHER, LET'S DO GREAT THINGS

Coastal Community Gets Leadership Award for Digital Transformation

Monday, July 09, 2018 – Vancouver Island & the Gulf Islands, BC: On June 14th, Doxim, a leading customer engagement technology company, honored Coastal Community Credit Union for a unique initiative which will enrich Coastal Community's member experience. Coastal Community received the Doxim Leadership Award for Digital Transformation for their decision to move to a cloud-based secure electronic document management system the credit union has named myDox.

"We're very proud of this recognition of our commitment to excellent member service and cutting edge technology," said James Mitchell, VP, Technology, for Coastal Community. "This new platform enhances our ability to deliver seamless service experiences across all regions and service channels, when and where our members need them."

Doxim CEO Chris Rasmussen and the Customer Success Team presented the award at the Doxim Exchange conference in Toronto to Coastal Community's Laurie Wilson, AVP, IT Solutions, and Telse Fontaine, Lending Solutions Delivery Manager. "With myDox, the need to support multiple systems disappears," said Wilson, "giving our experts more time to have advice-based conversations to help our members achieve their financial goals and dreams."

Coastal Community successfully rolled out the new platform in January at their Eagle Creek Village branch in the Capital Regional District, where members enjoyed the efficiencies and convenience of the new system, including remote document signing. All Coastal Community locations will have implemented the new technology by July.

"We are honored to be a part of our clients' journey to digital transformation, and we are excited when they achieve ambitious goals. Coastal Community Credit Union partnered with Doxim to support their move to a seamless digital customer engagement experience, and this year we were happy to recognize their strategic innovation at our annual Awards ceremony," said Chris Palmer, VP Product Vision & Strategy, Doxim.

"As Doxim continues to evolve, we welcome every opportunity to receive guidance and feedback from our clients on our product development roadmap. For this very reason, we are honored to see Laurie Wilson on the [Doxim Executive Customer Advisory Board](#)," he added.

"This award is a recognition of Coastal Community's outstanding innovation supported by technology, and we feel strongly that this successful journey will continue."

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About

DOXIM

Doxim is a technology leader for regulated industries, enabling critical customer communications and transforming experiences to strengthen engagement throughout the entire lifecycle. The Doxim Customer Engagement Platform helps clients communicate reliably and effectively, improve cross-sell and upsell opportunities, and drive increased loyalty and wallet share through personalized communications. The platform addresses key digitization, operational efficiency, and customer experience challenges through our suite of plug-and-play, integrated, SaaS solutions. Learn more at www.doxim.com.

About

COASTAL COMMUNITY CREDIT UNION

Improving financial health, enriching lives, and building healthier communities...These are at the core of who we are and what we do at Coastal Community Credit Union (CCCU). With these as our focus areas, we continue to grow our position as the largest financial services organization based on Vancouver Island and the Gulf Islands, while remaining among the largest credit unions in Canada.

As a 100% Island-based business, we're committed to making meaningful differences in the places we call home. CCCU continues to help build healthier communities in part through donations, sponsorships, scholarship and fundraising efforts totaling over half-a-million dollars each year.

Want to learn more? Visit cccu.ca or join us on our Facebook and Twitter pages.

*References to "insurance" in this article refer to the insurance services provided through Coastal Community Insurance Services (2007) Ltd., which is a wholly owned subsidiary of Coastal Community Credit Union

**References to "wealth management" in this article refer to the financial planning and investment services provided through Coastal Community Private Wealth Group, a division of Coastal Community Financial Management, Inc. which is a wholly owned subsidiary of Coastal Community Credit Union