



## **Coastal Community Credit Union chooses CUMIS as its creditor insurance partner and Doxim loan technology for improved member experience**

**Nanaimo, BC, February 1st, 2016** – Coastal Community Credit Union (CCCU) has partnered with CUMIS to provide comprehensive creditor insurance for its members on all types of debt, from small loans to large mortgages. As part of this initiative, CCCU has also chosen the Doxim Loans Origination platform to provide enhanced loan processing services to its members.

Coastal Community Credit Union is the largest financial services organization based on Vancouver Island and the Gulf Islands. Across the Islands, CCCU operates 23 branches, 16 insurance locations, nine wealth management offices and four business service centres. Coastal Community Credit Union and its family of companies – Coastal Community Insurance Services (2007) Ltd. and Coastal Community Financial Management Inc. – provide a full range of financial products and services. These include personal and business banking, commercial and personal loans, residential and commercial mortgages, investment products and services, and a suite of insurance products. Creditor and mortgage insurance from CUMIS will provide financial protection to members holding loans or mortgages from unexpected financial loss.

Said Adrian Legin, CCCU President and CEO, “We knew we wanted to find partners who could meet the current and future needs of Coastal Community Credit Union in order to support our core member lending experience and growth projections. We’re excited to enter into partnerships with CUMIS and Doxim as they each excel in their respective industries. We trust these partnerships will provide long term strategic and financial strength that aligns with Coastal Community Credit Union’s goals to significantly improve the lending experience for both our employees and our members.”

CUMIS partners with more than 300 credit unions across Canada to deliver competitive insurance and financial solutions to them and their members. It helps create financial security and promotes the growth and success of the Canadian credit union system.

“Coastal Community is a thriving credit union, well positioned to provide a comprehensive suite of financial security products to its members,” said Bob Hague, President, Credit Union Distribution at CUMIS. “We’re very excited to have the opportunity to partner with Coastal Community to help ensure that its members have access to simple and affordable creditor insurance that protects them and their loved ones from the unforeseen.”

Coastal Community will also implement a new loans origination platform from Doxim with integrated e-signature support, allowing them to move towards true, end to end, paperless loan processing.

“Doxim’s latest SaaS-based loans origination platform is designed to increase the overall velocity of loan origination, reducing time to loan approval,” said Chris Rasmussen, President and CEO at Doxim. “This provides for a greatly enhanced member experience and drives significant improvements in lending staff efficiency.”

### **About Coastal Community Credit Union**

Providing services for almost 70 years, Coastal Community Credit Union (CCCU) is the largest Vancouver Island-based financial services organization, serving over 110,000 members and clients. CCCU provides personal, business and commercial banking services, complemented by its wholly-owned subsidiaries Coastal Community Insurance Services (2007) Ltd. (offering personal and commercial insurance solutions), and Coastal Community Financial Management Inc. (offering wealth management services through its Coastal Community Private Wealth Group division).

### **About The CUMIS Group Limited**

The CUMIS Group Limited is a trusted partner to credit unions and their members for protection – personal, financial and business. CUMIS’ principal companies are CUMIS Life Insurance Company and CUMIS General Insurance Company, and it has a 50 per cent interest in Credential Financial Inc. CUMIS is jointly owned by Co-operators Life Insurance Company and Central 1 Credit Union.

### **About Doxim**

Doxim is a leading provider of SaaS-based customer engagement software for credit unions, community banks and wealth management firms. Doxim’s Customer Engagement Platform helps financial institutions transform their client experience, communicate more effectively throughout the client lifecycle and improve cross sell and upsell activities that drive increased wallet share. The platform addresses key digitization challenges, from automated client onboarding, through improved, personalized communications to anytime, anywhere content access, tailored to a clients’ channel preferences. This eliminates costly traditional paper-based, manual processes and enables cost-effective provision of an omni-channel experience that delights customers and improves their long-term loyalty. Find out more at [www.doxim.com](http://www.doxim.com).

- 30 -

### **For further information, please contact:**

Allyson Prescesky	Leonard Sharman	Sean O’Donovan
Coastal Community Credit Union	CUMIS	Doxim
250-741-3268	519-767-3937	416-840-9910