

SUSAN SERVICE

Recommended

Contact Information

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 [watch Susan's video statement](#)

I am running for the CCCU Board because of the positive impact that credit unions, and CCCU in particular, make to the financial health of members and communities. I believe that the knowledge and skills I developed over a career in the pension industry, together with my training as a CPA, would be useful. I have a strong background in client relations, financial management, governance, compliance, treasury and risk management. My board experience includes six years as trustee for two public pension plans (\$2 billion in assets). I believe in accountability, communications, harnessing technology and focusing on the future.

Work/Professional Experience

- Secretary and Director at Large for UVic Retirees' Association (2019 – 2025)
- Trustee on Pension Board for UVic Combination & Money Purchase Pension Plans (2017 – 2022)
- Board officer for Pension Board Secretariats at BC Pension Corporation (2016 – 2018)
- Member of CAUBO Treasury and Investment Committee (2007 – 2013)
- Director, Pensions & Investments at University of Victoria (1998 – 2016)
- Various positions at BC Pension Corporation (1990 – 1998)

Experience in a Complex Regulatory Environment; Establishing Goals; Approving Major Financial Decisions

I am very comfortable with a complex regulatory environment, having spent most of my career in the pension industry. Pensions are subject to provincial pension standards, the federal Income Tax Act, various other laws, trust instruments and plan documents.

Regarding establishing goals, I have experience providing input to a board and plan sponsors and also as a board member, approving strategic goals.

Experience with major financial decisions includes hiring key advisors and service providers such as investment management firms, setting employee and employer contribution rates, establishing investment and funding policies, recommending design changes to plan sponsors and approving systems projects.

Experience in Lending Expertise (Retail & Commercial); Balance Sheet Management /Treasury; Audit & Financial Management; Enterprise Risk Management; Insurance

I am a professional accountant and have spent most of my career in the pension industry which has many parallels to other financial services, including credit unions and insurance. My responsibilities have included financial reporting; cash flow management; regulatory compliance; contract management; coordinating and reviewing asset liability studies and plan design analysis to assess long-term sustainability and intergenerational equity; reviewing and approving investment strategy; and maintaining various policies that contribute to risk management.

Background in Strong Governance

As a member of the pension board for the UVic Combination Pension Plan and chair of its Investment Committee, I was engaged and always came prepared for meetings. I listen to other perspectives, respect others, ask questions and consider matters in the context of contributions to the strategic plan, considering risk tolerance.

During my working career, board activities included issuing agendas and providing relevant information and context to facilitate productive discussion and informed decision making.

Other boards and committees I have been involved with include the UVic Retirees' Association, CAUBO Treasury and Investment Committee, and ACPM Editorial Committee.

How My Values Align with Coastal Community Credit Union

The stated values of accountability, co-operation, integrity, innovation, excellence, responsiveness and social responsibility resonate with me. They are values that I believe lead to an organization that has the trust and confidence of members and is best positioned to deliver on commitments to members.

In my pensions career, I often advocated for members, supporting changes that would improve outcomes or equity amongst members, and implementing processes that yielded a positive client experience.

I volunteer with the Community Volunteer Income Tax Program, preparing returns for taxpayers who need some help, so that they can access benefits.

Relevant Education/Designations

- Essential Task of the Trustee (annual course, attended 6 times) (2005 – 2020)
- Mercer and Schulich School of Investment Management (2011)
- Professional accounting designation (CPA) (1991)

Community Experience

- Tax preparer with CRA's Community Volunteer Income Tax Program (2022 – present)
- Steward for community park with Friends of North Saanich Parks (2022 – present)
- Leader with Scouts Canada (2000 – 2011)

Other Experience, Competencies or Life Skills

I enjoy problem solving and have a natural aptitude for numbers. I have strong organizational skills and am often the organizer in friend groups and my family. I am an avid reader but like to balance that with a variety of outdoor activities, such as hiking, swimming, skiing and kayaking.