



Susan Service

Director (Independent)

North Saanich

Term: 2026 – 2029

Susan Service is passionate about the positive impact credit unions like Coastal Community have on the financial health of members, clients, and communities. As a Chartered Professional Accountant, she brings to the board a strong background in client relations, financial management, governance, compliance, treasury, and risk management. She values accountability, clear communication, harnessing technology, and a focus on the future.

Susan spent most of her career in the pension industry, which has many parallels to financial services. Improving member outcomes and supporting a positive client experience were important to her. Susan's responsibilities spanned financial reporting, cash flow management, regulatory compliance, contract management, and oversight of asset-liability studies and plan design analysis. She also oversaw investment strategy and risk management policies.

Susan's board experience includes six years as a trustee for two public pension plans (\$2 billion in assets). As a member of the pension board for the UVic Combination Pension Plan and chair of its Investment Committee, she was known for listening to and respecting others, while always keeping the strategic plan and risk tolerance in mind.

Coastal Community's values resonate with Susan. She believes they build the trust and confidence of members and position the organization to deliver on its commitments to them. Susan gives back by volunteering with a community program to help prepare tax returns for taxpayers who need help. She is also a steward with Friends of North Saanich Parks.

2026

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)