

Measuring Our Performance

Conexus is undergoing transformational change to build the credit union of the future. Last year marked the first year of our five-year strategic plan with new performance measures that fully align to members' financial well-being. We scored 74 per cent overall on our Balanced Scorecard (BSC) and saw growth in new members and total funds managed, compared to 2017.

We achieved our targets in eight out of 14 of our performance measures. Some of these include the financial health indicator, contribution to community, and quality of channels. Conexus met the minimum range for wallet share and wealth relationships. Volatility in market conditions around the world led to higher than normal redemptions and lower sales in wealth business, and made members hesitant to invest.

In 2018 we introduced nine financial health indicators and defined financial wellness to score members' financial well-being. This is the most significant transformation we experienced. No longer are we using only traditional bank metrics to measure our performance. Aligning our performance and our compensation to our purpose ensure we connect everything we do to serving our members and supporting their financial well-being.

The new performance measures introduced last year will help lead Conexus into the future to continue meeting members' financial needs. Designing for the digital banking experience, developing diversely skilled and expert teams, and building tools for members to be able to track their financial well-being is where Conexus is going.

Top credit union in Canada for online and mobile banking experiences.

- Surviscors 2018 Canadian Mobile Banking Review

Industries best and brightest across Saskatchewan based on size, employees, and impact.

- Top 100 Companies in Saskatchewan

Canadians chose credit unions among all financial institutions in Canada for Customer Service Excellence and Branch Service Excellence for the fourteenth year in a row; and ATM Banking Excellence for the first time ever.

- IPSOS – Financial Service Excellence Awards 2018

Fundraised private capital to introduce the first ever national social impact bond to provide essential skills training to unemployed Canadians, with an 88 per cent success rate for skills improvement in the pilot program – Colleges and Institutes Canada (CICan) Essential Skills Social Finance (ESSF) pilot.

Started piloting Canada's first-ever authenticated voice banking service using Amazon Alexa, allowing members to use their voice to command actions for their bank accounts. Conexus is piloting this technology with Innovation Credit Union.