

DIRECTOR'S ELECTION ONLINE VOTING FREQUENTLY ASKED QUESTIONS



Once again, we will be utilizing online voting for our Board of Directors positions. Here are some questions that may arise during the voting process:

Who is eligible to vote?

To be eligible to vote in the 2024 Director's Election, you must:

- Be an active YNCU member as of March 7th, 2024.
- Be 16 years of age or older as of March 7th, 2024.
- Have a fully funded Member Share account.

Where do I find my member number?

Your member number is what you use to log in to Online Banking. If you are unsure of your member number, contact our Service Excellence Centre or visit your local branch. Our Service Excellence Team can be reached at [1-888-413-YNCU \(9628\)](tel:1-888-413-YNCU) or info@yncu.com.

Why are you using online voting?

Online voting is a highly efficient and cost-effective way for members to exercise their voting privilege. Using this system will allow more of our members the opportunity to vote and doing it online means we minimize our ecological footprint and do not have to incur the expense of printing ballots.

I am not able to log in to vote.

You may be experiencing difficulties logging in to vote because your postal code does not match the one we have on file. Try entering a previously used postal code to gain access to vote. If that does not work, contact our Service Excellence Centre, or visit your local branch. We also urge you to contact your branch or our Service Excellence Centre to provide updated contact information for your member profile.

Can you cast my vote for me?

Voting is completely electronic this year, so we cannot accept votes cast over the phone. If you need assistance voting, please visit your local branch where our staff will help you process your vote.

How do I know that my vote went through?

Since your vote is confidential, we cannot tell if it has been received. After your vote was cast, you should have received a confirmation screen. If you did not see this screen, you can try entering your member number and postal code again, as each member is only able to vote once. If the system does not accept your log in information, your vote has been cast.

When will we know the results?

The results of the vote will be announced at our virtual Annual General Meeting on April 16th, 2024, at 6:00 p.m. You can visit [YNCU.COM/AGM](https://yncu.com/AGM) to register for the meeting.

How do I know this is a secure website? Is my information safe?

The online voting partner we are using offers a stand-alone software system that is not directly attached to our member database. Your member number and postal code reside in the database used in the voting application. During the voting process, the database is held in an independent server. This data is encrypted on the server in a locked ISO with 256-bit encryption to encapsulate the data. After the election results are announced, the system's database will be destroyed.



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Can anyone find out who I voted for?

No. Your vote is completely anonymous.

I noticed that when I voted and my spouse voted, the nominees were presented in a different order. Why does this happen?

There is a natural bias for people who do not have a voting preference to vote for the first nominee on the list. We present the nominees in random order to prevent this behaviour from affecting the vote.

Can a vote be cast more than once?

No, the system will not allow voter identification to be used more than once. Regardless of where you vote (online or in-branch), once your vote is cast, attempting to use it again will result in an error code.

How are the votes tabulated?

Votes are automatically tabulated online after the voter confirms the selections made. The vote is considered cast at that time and the tabulation is updated immediately by the system.

How can we be sure the voting tabulation was accurate?

The voting system has been audited by two independent organizations. It is completely automated. It is considered 100% accurate.

I don't have a computer or device to vote with.

The staff at our branches can help you process your vote in person. Please visit your local branch prior to the April 8th deadline and a member of our staff will be happy to assist you.

I don't have a member number.

You must be a YNCU member by March 7th, 2024, to vote in this year's Director's Election.

When does voting close?

Voting opens Monday, March 25th and closes Monday, April 8th at 11:59 p.m.

Our Service Excellence Team and Branch Staff are here to support you with electronic voting.

The Service Excellence Centre is available:

- Monday, Tuesday, Thursday, Friday: 9:00 am to 5:00 pm
- Wednesday: 9:30 am to 5:00 pm
- Saturday: 9:00 am to 2:00 pm

SEC Contact Info: [1-888-413-YNCU \(9628\)](tel:1-888-413-YNCU) or info@yncu.com.

For branch hours, [visit our website](#).

