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YNCU UNVEILS 2026 STRATEGY TO DEEPEN MEMBER RELATIONSHIPS, SIMPLIFY BANKING, AND STRENGTHEN COMMUNITIES

New strategy reflects evolving member needs and a changing financial landscape

KITCHENER, ON | January 5, 2026 - Your Neighbourhood Credit Union (YNCU) has announced a new strategic vision guiding the organization into 2026 and beyond, marking the beginning of its next chapter of growth, clarity, and shared purpose.

Rooted in the belief that a rising tide lifts all boats, YNCU's strategy is focused on building financial confidence for members, strengthening communities across Ontario, and delivering simpler, more modern banking experiences.

"Our new strategy reflects who we serve and why we exist," said Lisa Colangelo, Chief Executive Officer of YNCU. "When our members feel confident in their financial lives, families are stronger, communities are more resilient, and YNCU can do even more good where it matters most."

The strategy sharpens YNCU's focus on the people who build, protect, and care for communities, including nurses, first responders, teachers, skilled tradespeople, union members, students, young workers, small business owners, and the members and families who already choose YNCU. This direction builds on the credit union's recent growth, including the integration of Comtech Fire Credit Union, and reflects YNCU's commitment to relationship-driven, community-focused banking.

As part of this direction, YNCU will deepen member relationships through personalized financial advice, simplify the way members interact with their credit union across digital and in-branch experiences, and tailor products and services to better meet the needs of those who serve others every day.

To support this work, YNCU is investing in several organization-wide initiatives, including the launch of a new digital banking platform and mobile app, the completion of systems and process integrations following the Comtech Fire merger, and continued strengthening of its risk and compliance framework to support long-term stability.

“As we grow, we are focused on doing so responsibly,” adds Colangelo. “These investments ensure we remain financially strong, secure, and well-positioned to support our more than 65,000 members across Ontario.”

As a community-based credit union, YNCU is committed to continually reinvesting locally by strengthening the credit union, investing in its people, and giving back to important local causes and charities that help build stronger, more resilient communities.

“With this strategy, we are reaffirming our commitment to cooperative values, transparency, and shared success,” says Colangelo. “This next chapter is about uplifting people and ensuring that the benefits of our growth are felt across the communities we proudly serve. That means demonstrating care for the people who care for our communities and making sure our growth has a positive, local impact.”

To learn more about YNCU, please visit [yncu.com/](https://www.yncu.com/).

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ABOUT YNCU

YNCU is a member-owned, B Corp Certified, local financial institution serving communities across Ontario. With 22 branches across 18 communities and a network of surcharge-free ATMs, members can access financial services close to home throughout the province. Serving more than 65,000 members and managing \$3.5 billion in assets under administration, YNCU is one of Ontario’s largest credit unions. Together with its members, people, and community partners, YNCU is helping to build stronger communities.

Website: <https://www.yncu.com/>

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