

Connections

... get plugged in to your network

December 2009

Survey says...

Last month, we did a satisfaction survey with our chamber members, a section of which focused on various products and services that we offer to our chamber members, which you can offer to **your** members..

Survey results indicated that our two most popular programs are also our longest standing programs: the TD Merchant Services payment processing program for VISA, MasterCard and debit transactions (with 94% of respondents using) and the ESSO Business Card Program (with 81% of respondents using).

Again, we were surprised at the number of respondents who were unaware of some of our programs and also unaware that these programs are for your use with your members - not just for you as chambers. So we'll make a real effort over the coming months to tell you about these programs and how they can help you bring another benefit to your own members. (see page 2 for a focus on the new Hotline to HR program)

We know that not all programs are going to work across the country - some of you have access to programs through your own members. The least we hope for is that you will consider the programs in the context of your own operations, the most we can hope for is that they will be a great success for you! Only you know your membership, and only you can determine if a program will work for you and your chamber.

Late breaking news: if you haven't already seen the news, the TD relationship with First Data has recently ended and now both sides of the program will fall under TD Merchant Services.

The program's great rates on VISA, MasterCard and Interac remain the same.

Watch your mail - both electronic and/or hard copy for a program update).

The Canadian Chamber Presents the Chamber Widget
You're probably asking yourself... "Why would I want a Widget?"

A widget is a portable chunk of code that can be added onto your Web site which will send automatic updates from our Web site to yours. You install it and the widget does the rest! It will bring the value of your chamber's CCC membership right to your Web site - instant news updates that your members can access through you - now you're connected and they are too!



This is what the widget looks like but there is also some flexibility built in so that you can tweak the colours to match your corporate colours and adjust the size too!

Last month's mailing contained instructions for the installation of the widget; if you missed this document - you can also log on to our Web site and find the code under the "Widget for your Web site" tab or we can send it to you - you choose!

It's a value-add for your Web site and it's free.

It's also an exclusive offering to chambers who are members of The Canadian Chamber Commerce. So what are you waiting for?

Foreign Exchange Resources for Your Chamber of Commerce

After attending the Canadian Chamber of Commerce AGM in Victoria, Custom House launched a **Foreign Exchange Resource Centre** and is offering it FREE for all Canadian chambers of commerce and your members. This centre provides easy access to high-value content relating to foreign exchange, international payments, and currency risk management to help Canadian companies do business



internationally.

We know how important it is for Canadian chambers to provide their members with valuable business information; by providing this link to your members (via your Chamber's web site) you can help increase the number of returning visitors.

Custom House will design, build, and maintain this Resource Centre at no cost to your chamber or members; they will also link it to your chamber's Web site and custom brand it with your chamber's logo. Your members will be able to download and make use of all of our content and resources, wherever and whenever they need to.

To browse all the resources that will be available to your members, visit our Canadian Chamber of Commerce Resource Centre. To request your own free, customized FX Resource Centre [contact us](#). Custom House would love to make this resource available to your members on your behalf, and looks forward to working with you.

For more information, or if you have questions regarding their Resource Centre or content, please don't hesitate to contact Samantha Walker at swalker@customhouse.com.

Benefit profile: Hotline to HR:

Who Is Hotline to HR?

Hotline to HR is a Canadian company offering: 24/7 bilingual human resources telephone and email support across North America to over 2,000 member companies (some of them may be your members...) Their service is offered at a flat monthly fee.

Hotline to HR helps clients handle all their complex questions via telephone or email; they do not offer on site consulting service.

Hotline to HR speaks to their clients in all aspects of their business including human resources and health & safety. If a client requires an on site consultant for their HR Resources or Health & Safety needs, Hotline to HR will refer the contact to a member of your chamber.

How does this program compete/work with my existing members?

In fact, in most cases it doesn't compete and actually enhances your benefit offerings to your member businesses - especially SMEs. Since the Hotline to HR team is in constant contact with clients, they receive enquiries about a several different business services including on site consultants to handle issues with government agencies and Workers Safety Insurance Boards. They also get enquiries regarding payroll services, employee training services and staffing agencies. They do not offer any of the following services: employment recruiting; staffing services; payroll services or group health benefit plans.

Chambers should have received an information package on this new program, but if you haven't, you should visit the [Hotline to HR](#) or contact Enzo Logozzo at enzo@hotlinetohr.com for a more thorough discussion of how your chamber and your members can benefit from this program.

Hotline to HR is a 100% Canadian owned company with offices in Ontario and BC with several new offices opening across Canada. Currently several investment firms across Canada have approached them in regards to bringing them public - partly on the basis of the connection with the chamber network - these companies recognize the value of network! Currently working on its IPO, Hotline to HR should be on the market in the spring.

Investors are keeping a close eye on Hotline to HR and their progress over the next few months including their Affinity Program with the chamber. This could mean a lot of media coverage for your chamber as a partner and for the entire Chamber network. Putting this program in place, they have worked with chambers to tweak it so it can work as an added benefit program for you, and also as a revenue generator. They have shown their dedication to the network by signing exclusive rights with the Canadian Chamber network. We are all on the on the ground floor of a Canadian success story. Are you going to step in?

New chamber managers

Danielle Gaudet, General Manager, Greater Bathurst Chamber of Commerce, bathcham@nbnet.nb.ca.

Becky VandenEykel, Manager, Creston Valley Chamber of Commerce, crestonchamber@kootenay.com.

Lana Johnson, Executive Manager, Ponoka and District Chamber of Commerce (AB), chamber@ponoka.org.

Candice Matthews, Managing Coordinator, Port aux Basques and Area Chamber of Commerce, pabchamber@nf.aibn.com.

If you are a new manager or have changes that you would like the network to know about - let Stacey Roy know, sroy@chamber.ca.

From our chamber to yours...

At this festive time of the year, we should take time to reflect upon the year passed - it's been a challenging one.

We hope that you have weathered the storm and that you realize what a valuable role each and every one of your organizations plays in the ongoing vitality, viability, prosperity, rejigging, realignment, and refinement of the Canadian economy - it's the *power of the network*. We hope that in 2009 you and your members have felt more a part of this unique network - and that 2010 will see you even more engaged. We look forward to working with you to make that happen!

We thank you for your support throughout this year and wish you happy holidays and all the best in 2010.