

## Minutes of Core Credit Union Annual General Meeting, 4<sup>th</sup> December 2018 Dun Laoghaire Evangelical Church, Glenageary

### **Present Board:**

Elizabeth Harpur Chair, Siobhan Hackett Honorary Secretary, Elaine Hughes Vice-Chair, Liam Sullivan, Martina Cox, Alan Guerins, Tony Kirwan, John O'Reilly, John T Murphy, Mary Burnham.

### **Present Board Oversight:**

Arthur Duignan, Graham Kavanagh, Elizabeth Turner

### **Present Staff:**

Michael Byrne CEO, Amanda Dillon, Claire McCann, Mark Ryan, Paul Maher

### **Apologies:** Deirdre Keane

The Chair called the meeting to order at 7.30pm stating the board's acceptance of the authorised representatives of Members that are not natural persons and ascertained that a quorum was present there being 137 members in attendance.

### **1. Adoption of Standing Orders (Annual Report P 4)**

Proposed and seconded from the floor.

### **2. Reading and Approval of Minutes (Information pack)**

The minutes of the 2017 AGM were included in the information packs presented to members at the entrance.

**Corrections:** Jean O'Hara | Liam Langan

*Proposed and seconded from the floor.*

### **3. Chairperson's Address (Annual Report P's 8-9)**

Elizabeth Harpur Chair presented her report as per pages 8 – 9 in the Annual report. The key points included:

- Welcome to the 53<sup>rd</sup> AGM of Core Credit Union
- Comments on the 2018 RepTrak which found that Credit Unions remain the top brand in Ireland when it comes to customer experience.
- Information about the development of the "2020 Vision" Strategic Plan for Core Credit Union
- Core Credit Unions prize draw successfully passed the Central Bank's Thematic Review of Prize Draws.
- Introduction of a Share Cap
- The recently completed positive Central Bank PRISM inspection
- Thanked fellow directors, volunteer and staff for all their diligent work in the past year.

### **4. CEO's Report (Annual Report P's 10-13)**

Michael Byrne CEO presented his report as per pages 10 – 13 in the Annual report.

The key points included:

- The success of the It Makes Sense Loan to tackle money lenders
- The increasingly complex regulatory environment requires a significant investment in resources.
- Demand is towards large loans but our majority of loans are still for less than €2,000

- Members' Service Centre launched to cater for the increasing phone and email interaction with members
- Current Accounts will be launched in 2019
- Notification that Share Cap to be set at €20,000
- Financial highlights for the year were presented by Paul Maher:
  - Surplus increased by €461,048 to €918,660
  - Loans increased by €7,302,226 to €45,104,298
  - Savings increased by €10,707,533 to €118,198,103
  - Assets increased by €12,007,581 to €136,795,032
  - Reserves increased by €757,732 to €18,249,235
- Challenges of Lending Limits and Reserves ratio where highlighted
- Investment in Online Services for 2019 and beyond
- Thank you to staff, Board of Directors, Board Oversight Committee and Members.

#### **5. Board Oversight Committee Report (Annual Report P 14)**

Arthur Duignan read the report and stated the Board Oversight Committee is satisfied that all duties and responsibilities were carried out in accordance with the rules and regulations as set down by the Act. We are satisfied that the Board of Directors has complied and operated in accordance with Part 4 and Part 4a of the Act.

#### **6. Auditor's Report (Annual Report P's 21 to 23)**

Denise O'Connell FCA for the auditors Grant Thornton presented her report and the accounts to the members. She outlined the financial position and figures for the year in detail. She thanked the staff for facilitating and enabling them to carry out their statutory duties.

**Questions:** Members were very engaged and demonstrated a very good understanding of our financial statements with the quality of questions.

The accounts for the year ended 30<sup>th</sup> September 2018 were proposed and seconded from the floor.

#### **7. Declaration of Dividend**

The Chair declared a dividend of 0.10% on shares

*Proposed and seconded from the floor.*

#### **8. Credit Committee Report (P 14 Annual Report)**

Lending Officer Amanda Dillon presented the Credit Committee Report. Amanda reported that it had been a very good year for lending, and we are continuing to see a considerable increase in loans issued to Members. She also highlighted the increase in the demand for larger loans with the improving economy and explained large loans go through a rigorous assessment to ensure affordability and ability to repay.

**Questions:** Clarification was sought on the rate of interest for small covered loans.

#### **9. Credit Control Committee Report (Annual Report P 15)**

Credit Control Officer Claire McCann presented the report of the Credit Control Committee. With the introduction of the Central Credit Register Claire reminded members that the Register will hold information on loan repayments for 5 years after the loan has been repaid. Missed repayments will be recorded on the Register, and this can affect your Credit Rating and therefore your ability to access credit in the future from all Financial Institutions.

**Questions:** There were no questions.

**10. Membership Committee Report** (Annual Report P 16)

Operations Manager Mark Ryan read the Membership Committee Report and noted 2017/2018 has again seen strong numbers of new members opening accounts. Mark explained that Electronic Membership will be launching in the coming months to allow people to open accounts with Core Credit Union, at any time of the day, without having to call into one of the offices.

**Questions:** An observation was stated by a member with regard to the Membership Demographics Chart

**11. Risk, Audit and Compliance Committee Report** (Annual Report P 17)

Elaine Hughes presented the Risk, Audit and Compliance Report as per page 17 of the Annual Report.

**Questions:** There were no questions.

**12. Insurance Report** (Annual Report P 18)

Paul Maher presented the Insurance Report outlining the Loan Protection Insurance, Life Savings Insurance and Death Benefit Insurance available to our members. He highlighted that the benefit payable under Death Benefit Insurance is €1,300 and from 31<sup>st</sup> December 2018 Members must have a minimum of €500 in their account to be eligible for this insurance.

**Questions:** There were no questions.

**13. Nominations Committee Report / Notice of Elections** (Annual Report P 19 - 20)

Siobhan Hackett presented the Nominations Committee Report and Notice of Elections as per the Annual Report pages 19 – 20.

Siobhan confirmed Grant Thornton was up for election as Auditors, there were six candidates for election to the Board of Directors: Elizabeth Harpur, Martina Cox, John O'Reilly, John T. Murphy, Mary O'Riordan and Mary Burnham. There were two candidates for Election to the Board Oversight Committee: Ann Flanagan and Deirdre Keane.

Siobhan Hackett called for volunteers to be appointed to act as tellers and to oversee the count of the vote. 5 tellers were appointed. All six candidates were elected to the Board of Directors. Grant Thornton was elected as auditors and both candidates were elected to the Board Oversight Committee.

**Questions:**

Queries regarding why volunteers for a non-executive position on the Board of Directors would have to complete a Fitness and Probity assessment and why only one auditor was being proposed for election.

**14. Report of the Property Committee** (Annual Report P22)

Alan Guerins presented the report of the Property Committee and explained that the property committee is tasked with identifying properties, which are better suited to serving members and are more cost-effective to operate which can deliver increased footfall. A table of our current floor area of 2,133m<sup>2</sup> and our most likely outcome of 1,471m<sup>2</sup> was outlined in addition to the status of each property. Alan confirmed that during the year the Credit Union purchased No.2 Castlegate which will replace the Carrickbrennan Office, he also confirmed a new administration building (Clara House off the Glenageary Roundabout) was in the process of being purchased with the expectation that contracts would be signed before the 31 December 2018.

**Questions:** Members raised a number of questions and observations.

**15. Report of the Strategic Planning Committee (Annual Report P21)**

Elizabeth Harpur presented the report of the Strategic Planning Committee outlining the new strategic plan for the next five years. The plan has two main drivers, first are the Pillars (Purpose, People, Partners, Products and Profitability) and second are the Enablers (Technology, Communication, Property & Investments and Amalgamation).

A number of key points were highlighted which included:

- Our Property Strategy
- Our Technology Strategy
- Our Affiliation with the ILCU
- Members Insurances

**16. Motions (Annual Report P 2)**

**Motion 1**

That this Annual General Meeting approves the deduction of an affiliation fee of €1.48 per adult member.

*Motion No. 1 was put, voted upon and carried.*

**Motion 2**

That this Annual General Meeting amends the Standard Rules for Credit Unions (Republic of Ireland) by the deletion of Rules 109(8).

Rule 109(8)

“Subject to the Act and any regulations made thereunder, the forms used by the credit union shall contain as a minimum the information as set out in the forms contained in the Appendices to these rules which forms may be amended from time to time by the Irish League of Credit Union.”

*Motion No. 2 was put, voted upon and carried.*

**Motion 3**

That this Annual General Meeting amends Rule 45(1) to read as follows:

At the same time of the adoption of these rules, the quorum of the board of directors is defined as follows; “Six directors shall constitute a quorum for the transaction of any business at any meeting of the board of directors.”

*Motion No. 3 was put, voted upon and carried.*

**17. Prizes**

There were 40 tickets drawn for prizes such as bottles of wine and chocolates. Members attending the meeting each held one ticket.

The meeting was closed at 9.30pm and the Chair thanked everyone for their attendance.