



58th AGM

Lurgan Credit Union Limited
AGM 2021

IMAGINE MORE



LURGAN
CREDIT UNION LIMITED

WE'RE LENDING

Lurgan Credit Union Limited

For big dreams, small dreams
and those in between, we can
help with your finance – just
talk to our team!



ENQUIRE ONLINE

CALL US ON 02838 325016
EMAIL LOANS@LURGANCU.COM
VISIT WWW.LURGANCU.COM

IMAGINE MORE

Loans are subject to approval. Terms and conditions apply. If you do not meet the repayments on your loan, your account will go into arrears. This may affect your credit rating which may limit your ability to access credit in the future. Lurgan Credit Union Limited is authorised by the Prudential Regulation Authority, and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Registered Address: 40 Church Place, Lurgan, County Armagh BT66 6EU.



LURGAN
CREDIT UNION LIMITED

Board Members



Martin Cullen
Chairman



Eileen Doran
Treasurer



Dympna Quinn
Secretary



James Smyth



Tom Gwyn



Rose Skeffington



Anne Mullan



Fionnuala Mc Ginn

Supervisory Members



Louise Johnston



Paul Comac

Staff Members



Ruth Lennox and
Melissa Wells



Sharon Cassidy and
Ryan Mc Caughey



Daire Fitzpatrick and
Marie Mc Cluskey



Callum Mc Cann and
James Tallon



Paula Magee, Kim Bunting, Lauren Johnston, Lynda Treanor
and Declan Berger



Sarah Mc Gibbon, Grace O Connor
and Danielle Harbinson

Management



Fiona Clarke
CEO



Bernie McGeown
Manager (Loans, Credit
Control & Electronic Services)



Susan McConville
Manager (HR, H & S, IT)



Janette Lennon Manager
(Counter, Foreign Exchange
& Insurance)

Credit Committee



Maria Crooks



Evelyn Clark



Eddie Donnelly

Missing:
Eimear Barbour-Mulholland

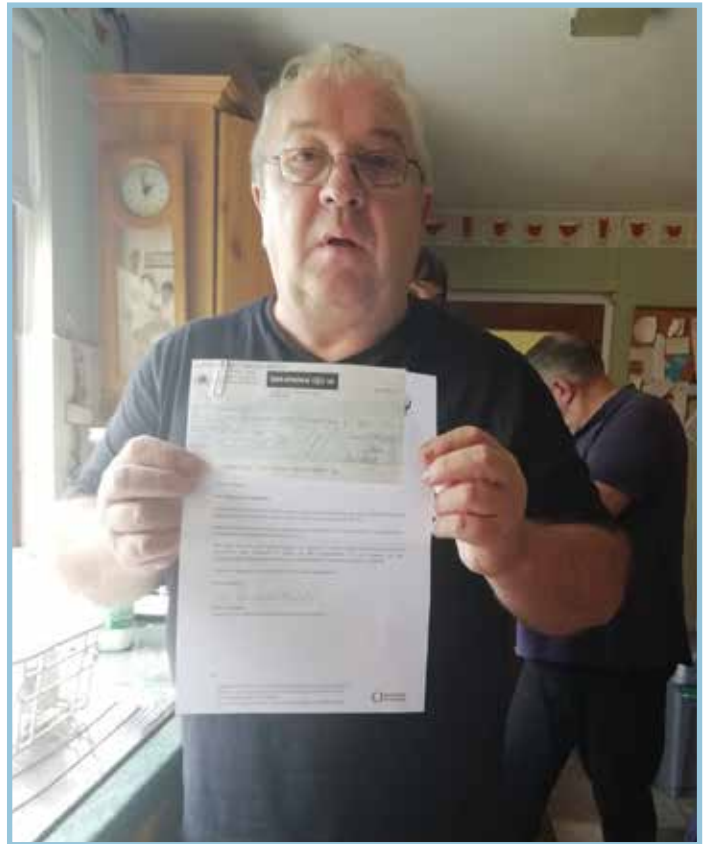
Order of Business at Annual General Meeting

Rule 60

The order of business at annual general meetings of the members shall be:

1. Ascertainment that a quorum is present;
2. Adoption of standing orders;
3. Reading and approval of the minutes of the last annual general meeting and of any intervening special general meeting;
4. Report of directors;
5. Report of the treasurer and consideration of accounts;
6. Report of the auditor;
7. declaration of dividend and rebate of loan interest (if any);
8. Report of the credit committee;
9. Report of the supervisory committee;
10. Report of the credit control committee;
11. Report of the membership officer;
12. Report of the planning, development and education committee;
13. Report of the insurance officer;
14. Rule amendments;
15. Report of the nominating committee;
16. Appointment of tellers;
17. Election of auditor;
18. Election of directors;
19. Election of supervisors;
20. Any other business;
21. Announcement of election results;
22. Adjournment or close of meeting.

The members assembled at any annual general meeting may suspend the order of business upon a majority of not less than two-thirds of the members present at the meeting.



Bayshore sports and social club, pictured - Leonard McAlinden



Chrysalis Womens Centre pictured- Catherine Hamill

Standing Orders for Credit Unions

1. VOTING

Each member shall be entitled to one vote irrespective of his/her shareholding, in accordance with Rule 57 of the Standard Rules (except the presiding member, in the limited circumstances set out in Rule 57). Due to the ongoing pandemic, voting on motions and elections will be by ballot and/or electronic means depending on Public Health Authority guidance.

2. ELECTION PROCEDURE

Elections shall be in the following order:

- (a) Election of auditor;
- (b) Election for membership of the board of directors; and
- (c) Election for membership of the supervisory committee.

When voting is completed, the votes shall be taken and tallied by the tellers. Any ballot paper which contains more votes than the number required shall be void.

All elections shall be by majority vote. When the votes have been counted by the tellers the results shall be announced by the chairman. In the event of all vacancies not being filled by the first ballot, further ballots shall be taken as required (Standard Rule 74).

3 - 8 MOTIONS

3. A proposer of a motion may speak for such period as shall be at the discretion of the Chairman of the meeting and shall have the right of reply before the motion is put to the meeting for a vote.
4. In exercising his/her right of reply, a proposer may not introduce new material.
5. The seconder of a motion shall have such time as shall be allowed by the Chairman to second the motion.
6. Members are entitled to speak on any such motion and must do so through the Chair. All speakers to any motion shall have such time as shall be at the discretion of the Chairman.
7. The Chairman shall have the absolute right to decide at any time when a motion has been sufficiently

discussed and may put the motion to the meeting giving the proposer the right of reply before doing so.

8. The Chairman's decision on any matter relating to these Standing Orders or interpretation of same shall be final.

9 – 13 MISCELLANEOUS

9. The President of the credit union shall be the Chairman of any general meeting, except where he/she is not available, in which case it shall be the Vice-President, except where he/she is not available, in which case the Board shall decide amongst themselves who shall act as Chairman of any general meeting.
10. The Chairman may at his/her discretion, extend the privilege of the floor to any person who is not a member.
11. Matters not covered by the Agenda may be introduced under "Other Business" at the discretion of the Chairman.
12. The Chairman shall have a casting vote in addition to his/her own vote on matters other than voting at elections (Standard Rule 57).
13. Any matter to be decided upon by a vote at the AGM shall, unless otherwise expressly provided for by law or the rules be decided upon by majority vote.

14. SUSPENSION OF STANDING ORDERS

Any one of these Orders or all of these Standing Orders may be suspended on a motion to this effect receiving a two-thirds majority of those present and entitled to vote.

15. ALTERATION OF STANDING ORDERS

Standing Orders may be amended or altered at a general meeting and only if a motion to this effect has received a two-thirds majority of those present and voting.

16. ADJOURNMENTS

Adjournments of the AGM shall take place only in accordance with Standard Rule 59. ■

58th AGM – Chairman's Address

Looking back to this time 12 months ago I believe we all thought that The World would be in a different place than the one we find ourselves in currently.

Covid had a major impact on all our lives, effecting our home lives, our work lives, our children's school lives and all our health and well-being. People's jobs were under threat, their movements were restricted, and we had all experienced several lockdowns by December 2020. Thankfully vaccines have now been developed and delivered to most people, but Covid is still very much with us today. Again, we see numbers rising and once again uncertainty reigns. Financially people are concerned about the future, fuel prices rising and talk of inflation, The Protocol etc. But the one financial beacon shining brightly for many through these worrying times has been their Credit Union.

Lurgan Credit Union is always there for its members, but it can only be there through the dedications of its staff and importantly its volunteers, be they Credit Committee members, Supervisory Committee or Board members. They all play a vital role in the running of Lurgan Credit Union and so it is with great sadness that we say a huge "Thank you" to Tom Gwyn, who is standing down after 23 years as a volunteer in LCU. Tom has sat on the Board as well as several committees, always offering well-thought out and informative opinions and helping guide us in the right direction. He offered great insight and always had the wellbeing and interests of our members at the forefront of his mind. He will be missed at the Board. Can I remind you the members, we are always looking for people who can offer their help with various posts within

the volunteer structure so if you or anyone you know feel they would have the time to offer to the Credit Union especially in the areas of IT or the legal fields, please feel free to ask any member of staff for further details.

At this point I want to also say thank you to our staff and management who continue to work to keep the doors open and the services to members as unaffected as possible.

As Bank branches continue to close in cities, towns and villages across Northern Ireland, credit unions are committed to maintaining their services within their local communities, and offering that personal, face-to-face service.

Credit unions have continued to serve their members throughout the COVID-19 pandemic, having been recognised by the NI Assembly as an essential service. Their focus throughout has been to continue to work in a way that best works for members, while complying with public health guidelines and changing government restrictions. The accessibility of credit unions and their ability to continue to provide services to members and communities has brought huge value to many



communities during the pandemic.

They remain vital and accessible providers of affordable and ethical financial services across the country. While credit unions are changing, with COVID-19 many have fast tracked the expansion of services offered to members including online and electronic payment services. This has been done in the best interest of members and to ensure that credit unions remain a cornerstone of local communities into the future. It is for these exact reasons that Lurgan Credit Union has over the last 12 months introduced a new more interactive website that allows members greater opportunities to find the information they want more easily and to offer greater control of their accounts, or indeed to become a member in the first place. We have also introduced our use of Nestegg, an online loan application system, allowing members the freedom to apply for a loan online while seeing in real-time the options available for payment amounts and loan period. This has been welcomed by many members who were either uncomfortable coming into the building due to Covid or who because of work commitments found getting time to come in more difficult so preferred to operate online. We have, where applicable, introduced our higher lending option, where subject to terms and conditions, members can now apply for loans up to £60,000, giving greater freedom to some members who need the higher amounts. We have improved our payments by debit card system for those members who find that a useful tool.

When people suffer reduced income, or worse still

lose their jobs, credit unions are the ultimate, and often the only, door open to them. We want our communities to know that Lurgan Credit Union stands ready to deliver for its members. To this end I would urge any member to come in and talk to us if or when they experience hardship in their financial lives, don't bury your head in the sand, you will find our staff are very understanding. We are also committed to financial education and to ensuring our members fully understand the financial products out there, and to that end, money education is a feature of our new website.

Supporting local initiatives has long been a feature of Lurgan Credit Union. Unfortunately, this like many activities during the pandemic, has had to be curtailed because of Covid-19 with our focus shifting to the local charities who serve our community. But thankfully in recent months we have seen an increase in the number of local groups who are beginning to introduce new initiatives to help both adults and young people get back some degree of normality into their lives and we are very glad to be able to help many of these groups.

Many of our local schools entered our Art Competition back in October despite the issues in schools and we congratulate the winners in the various categories. We are proud of the role we continue to play in being not only a financial institution but also a valuable resource in the community.

Credit unions have been regulated by the

Prudential Regulation Authority (PRA) and the Financial Conduct Authority (FCA) since 2013 and we continue to be subject to rigorous on-going regulatory and compliance checks and inspections. However, the staff and volunteers work extremely hard to ensure Lurgan Credit Union is run in a prudent and professional manner.

As part of the Prudential Regulation Authority's (PRA's) regulatory requirements under Part 10.1 of the PRA Credit Union Rulebook we are now obliged to report the following:

- Lurgan Credit Union Ltd. is compliant with all requirements relating to the deposit protection scheme and the Single Customer View (SCV),
- Lurgan Credit Union Ltd. has maintained the required level of insurance against fraud and dishonesty throughout the year,
- Lurgan Credit Union undertakes additional lending and investment activities and complies with the PRA mandatory ratio requirements in relation to those activities. Ratios are reviewed monthly by the Board of Directors.

I would like to take this opportunity to remind members of a few things they may like to think about regarding their accounts:
Is your Beneficiary up to date?

Are your account details correct?

Do keep your passwords etc safe and never give another individual detail of your account.

Try to take the opportunity to visit our website www.lurgancu.com to see the many new services we can offer you.

Unfortunately, many of our members have experienced the most trying of times during 2021, none more so than when a loved one dies. Lurgan Credit Union, like many credit unions, try to ease the burden on families at these trying times and as a result we have given member's families around £500,000 in death benefits this year. Our treasurer, Eileen Doran, will give greater detail on this and other financial matters in her report later in the meeting.

We at Lurgan Credit Union very much recognise and appreciate the loyalty and support which has always existed between our members and the credit union, we will continue to work tirelessly on your behalf and to make a positive difference to our community.

And now before I conclude, in memory of all our deceased members I would invite you to observe a minute's silence. Thank you.

Martin Cullen
Chairman

Treasurer's Report 2021

Compared to last year, we saw some normality come back to life in 2021. We heard less of the word “unprecedented” but we heard more of the word “uncertainty.” That is, uncertainty over the end of lockdown, the end of furlough and other financial support and the impact this might have on family finances. Lately, a new word has crept in and that is “inflation” in the cost of living and particularly in fuel prices. It is therefore understandable that these factors affected how our members used our services over the year, in taking fewer loans and wanting to save more in shares.

Despite this uncertainty, Lurgan Credit Union has had a successful year. I would like to thank our management and staff for their hard work and dedicated support to the board and, most importantly, to our members in what has been a difficult year.

Over the period from 1 October 2020 to 30 September 2021, members' shares grew and totalled more than £72.6 million at the year end.

The total income for the year from investments, loans and others was £2.46 million. This is a decrease of 7.8% on the same period last year and this is attributable to the very low interest rates on our investments and to the decrease in loans, both in the number applied for and the amounts requested.

However, maintaining the ratio of loans to shares is key to ensuring that funds are available and effectively used in the best interests of our members. Management and the board monitored this ratio carefully throughout the year and decided in March 2021 that it would be prudent to introduce a monthly share cap of £500 for all members. A minor account monthly limit of £100 (£1200 annually) was also introduced.

In addition, we decided to maintain the interest rate charged on loans at 7.5%, in recognition of the fact that some of our members could face hardship in the difficult economic circumstances. The Board will continue to review its policies and procedures in this way to provide its members with the best possible products, flexibility and support.

To encourage more membership and loan applications, we launched our new website and a new app this year offering online loan applications. We further expanded services to our members by increasing the maximum loan amount to £60,000. Since the website launch, we have seen a small, gradual increase in our loan book. Clearly, our members appreciate these new services and we would like to thank them for their support and loyalty and to encourage them to continue to use Lurgan Credit Union for all their saving and borrowing needs and to promote our services to family and friends.

During this year, a total of £176,765 was written off in bad debt, which is a substantial reduction of over 50% compared to the same period last year. In addition, our credit control department increased the recovery of bad debts by 22%. This shows that the majority of members of Lurgan Credit Union have remained diligent in the repayment of their loans. As a result, the provision for bad debt as a percentage of gross loans has decreased from 2.64% last year to 2.02%.

The Income and Expenditure Account shows a surplus of £584,206, a decrease of £152,232 on the previous year. On top of the decrease in income mentioned earlier, total expenditure increased by £382,159 over this period. This sum included increases for the repair and refurbishment of the building and a great investment in our IT. This included buying in new soft-ware and licenses for our new website and expertise in cyber security. Continuous improvement in our IT systems will always be an important part of our business plan.

The biggest overall increase in expenditure was as anticipated. This was the payment of funeral expenses, which was increased last year to £3,000 per approved claim to try and ease the burden on families in their hour of need. The total increase in funeral benefits was therefore £350,000 for the year.

Turning to the Balance Sheet now, liabilities increased by 3.94%, mainly due to the increase in Members' shares. Assets, encompassing investment income and the provision for bad debt, also increased during the year by 3.18%. So, despite the difficulties we have faced together over the year, we have maintained steady progress.

The General Reserve was recalculated after payment of dividend and loan rebate to members to £11,010,165. This represents 12.38% of total assets, which is in excess of the regulatory requirement of up to 10%, but a decrease on 2020. Nevertheless, it was deemed prudent to do this in the light of current economic difficulties which are likely to continue for the foreseeable future.

This successful year has been achieved by all of us, together. Through prudence and strict governance from the board and management and through the dedication and hard work of our management and staff, many of whom have gone the extra mile to ensure the very best service and also through the loyalty and support of our members, who remain at the centre of all that we do.

In closing, I would like to offer a huge thank you to you all, to my fellow directors and to our accountants, McCleary & Co Ltd for your help and support during the past year. ■

Income and Expenditure Account

for the Year Ended 30 September 2021

- Interest on members' loans
- Bank interest receivable
- Deposit interest receivable
- Interest payable on minors' deposits

- **Net Interest Income**

- Other Income
- Employment costs
- Depreciation
- Other management expenses
- Net recoveries or losses on loans to members
- **Surplus for the financial year before taxation**
- Taxation
- **Surplus for the financial year after taxation**
- Other comprehensive income
- **Total comprehensive income**

2021
£

1,732,137
652,393
56,811
(8,287)

2,433,054

31,361
(638,731)
(46,562)
(1,337,540)
(266,579)
708,161
(123,955)
584,206
0
584,206

2020
£

1,896,841
689,730
49,820
(10,275)

2,626,116

48,844
(609,963)
(45,587)
(978,030)
(173,893)
867,487
(131,049)
736,438
0
736,438



Wolfe Tones Gaelic for mothers & others, pictured- team

Balance Sheet

as at 30 September 2021

	2021 £	2020 £
Assets		
• Cash and cash equivalents	1,774,375	2,039,146
• Tangible fixed assets	732,600	747,060
• Loans to members - Gross	24,063,024	25,316,237
• Provisions against loans to members	(487,428)	(667,135)
• Prepayments and accrued income	588,293	1,125,546
• Deposits - Cash Equivalent	20,976,301	19,593,420
• Deposits - Other	41,282,370	38,028,125
• Stocks	3,600	3,600
• Total assets	88,933,135	86,185,999
Liabilities		
• Members' shares	72,660,328	69,989,928
• Minors' deposits	4,077,135	3,855,717
• Easy Share Account	282,390	266,233
• Other creditors	407,117	377,800
• Total liabilities	77,426,970	74,489,678
• ASSETS LESS LIABILITIES	11,506,165	11,696,321
Reserves		
• General reserve	11,010,165	10,906,321
• Unappropriated surplus	496,000	790,000
• Total reserves	11,506,165	11,696,321

MONSTER CAR LOANS

Lurgan Credit Union Limited

Whether you're dreaming of an upgrade, a hybrid or your very first car – for a fair, flexible loan you won't have to look far.

ENQUIRE ONLINE

CALL US ON 02838 325016

EMAIL LOANS@LURGANCU.COM

VISIT WWW.LURGANCU.COM

IMAGINE MORE

Loans are subject to approval. Terms and conditions apply. If you do not meet the repayments on your loan, your account will go into arrears. This may affect your credit rating which may limit your ability to access credit in the future. Lurgan Credit Union Limited is authorised by the Prudential Regulation Authority, and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Registered Address: 40 Church Place, Lurgan, County Armagh BT66 6EU.



LURGAN
CREDIT UNION LIMITED

MONSTER HOME IMPROVEMENT LOANS

Lurgan Credit Union Limited

Are you dreaming of making your nest bigger, brighter or warmer? Well the answer might be just around the corner!

ENQUIRE ONLINE

CALL US ON 02838 325016

EMAIL LOANS@LURGANCU.COM

VISIT WWW.LURGANCU.COM

IMAGINE MORE

Loans are subject to approval. Terms and conditions apply. If you do not meet the repayments on your loan, your account will go into arrears. This may affect your credit rating which may limit your ability to access credit in the future. Lurgan Credit Union Limited is authorised by the Prudential Regulation Authority, and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Registered Address: 40 Church Place, Lurgan, County Armagh BT66 6EU.



LURGAN
CREDIT UNION LIMITED

Credit Committee Report

I am sure you will all agree that 2021 has continued to bring challenges from the impact of COVID-19, namely financial health and well-being. The Loans Department has continued to operate offering you, our members, the chance to apply for loans online and via telephone. The face-to-face contact has been reduced to keep our members, staff and volunteers safe.

This financial year:

- LCU assessed 5,115 loan applications.
- 4,338 loan applications were successful to the value of £12,290,112.
- 75% of loans were approved within 24 hours.
- The weekly average amount approved was almost a quarter of a million pounds.
- 775 loans were deferred for various reasons, giving the member the option of re-applying.

Our Loans Officers and Credit Committee consider each loan application based on the member's capacity to repay, along with their commitment to their agreed loan repayment. Credit Checking is one of the tools we use when assessing a member's loan. Lurgan Credit Union (LCU) is committed at all times to ensuring responsible lending.

The purpose given by members for borrowing covered a wide range and as in past years, the most popular loans were for home improvements, cars and Christmas expenses.

Benefits of a LCU loan:

- Low APR - 7.5% on all loans.
- Interest charged on reducing loan balance.
- Flexible repayments.
- Ability to settle a loan early with no penalties.
- No set up fees.
- Free loan insurance covering death and disability for eligible Members'.
- Loan based on affordability – no requirement to add savings.
- Potential for a rebate of loan interest.

When applying for a loan, we would encourage you to visit our new website and use the new and easy to use borrowing tool. In the near future new members will also be able to join Lurgan Credit Union online and apply for their loan at the same time. ■



Dromore Scouts, pictured- members of dromore scouts



Eire OG ladies G4MO- members of the Gaelic for mothers team



Friends of St Francis, pictured- Lori Molloy and member

Supervisory Committee Report

The role of the Supervisory Committee is to monitor the credit union against its own policies and procedures in order to ensure compliance with The Prudential Regulatory Authority (PRA) guidelines, governing credit unions. We do this along with an independent firm of Internal Auditors who carry out ongoing checks of a regulatory nature.

Due to Covid-19 lockdown members of the Committee were unable to attend the Board meetings. With the support of the staff, the Committee was able to carry out virtual cash counts and send out monthly account check letters to randomly selected members.

Despite the challenges of the last year, the Board has managed to hold virtual meetings every month and has continued to govern the credit union on behalf of the members. Overall, the committee is satisfied that the credit union is operating correctly.

We would like to thank the Board, management and all the staff for their support and assistance throughout the year. We would also like welcome members who may be interested in volunteering for the committee. ■



Love Life Counselling NI, pictured - Michael Crozier



High Moss Sarsfields Ladies G4MO, pictured - Team

Credit Control Committee Report

The role of the Credit Control Committee in Lurgan Credit Union (LCU) is to ensure the repayment of loans in accordance with their loan agreements.

COVID-19 has continued to impact our community during the past year. We have all been greatly impacted by sickness, loss of lives, loss of income and loss of employment as a result of this pandemic. The office staff continue to support our community and to assist those members who had financial difficulties during the year.

At year end, our total loans outstanding stood at £24,063,024. LCU are pleased to report that this year we have recovered £263,427 from previously written off accounts. Current loans that were 3 months or more in arrears represented only 1.32% of the value of our total loan portfolio.

LCU continue to recognise that financial difficulties may arise for a variety of different reasons. We would encourage any member who finds themselves struggling financially to contact our credit control team as early as possible so that we can work together to come to an arrangement before any major difficulties arise. Our dedicated team will speak privately with anyone who is struggling to meet their repayments. Our team will be happy to see members in our office, COVID restrictions permitting, or speak with them via the telephone.

LCU will pursue all debts owed through the legal channels available if members choose not to contact or repay us.



Lurgan Celtic FC, pictured- Michael Smyth & Niall Lavery



Marie Curie, pictured- Dorothy Scott & Margaret Coleman



Monbrief Residents Group, pictured- Gabby Conway and members



Sarsfields Summer Camp, pictured- kids of summer camp

Membership Report

Membership of Lurgan Credit Union (LCU) has continued to grow despite the difficult year. I am pleased to report that 390 new members joined, 53 re-instated their accounts and 282 accounts were transferred from juvenile, bringing our membership to 27,108 at 30 September 2021. In addition, 285 minor accounts were opened bringing our total minor accounts to 3,854.

Every individual who meets our eligibility criteria is either a member or potential member if they live or work within our common bond. LCU are always looking for ways to improve services and to attract new members. New technology will soon be available to enable accounts to be opened online.

Prospective members are required to produce certain documentation as part of the application process and to comply with anti-money laundering legislation. These include:

- Photographic identification;
- Proof of address for the last 3 months;
- And in the case of a minor under 16 years, birth certificate or passport will be required with the above

LCU and its staff and volunteers are trained to comply with the relevant regulations. We ask all members (both current and new) to provide up to date identification and proof of address.

Giving the challenges that the current pandemic has placed on businesses and the need for social distancing throughout the year, the account opening processes were changed to comply with PHA guidelines. An appointment system helped facilitate the opening of new accounts during this period.

In reviewing our membership activities for the past year, it is appropriate to acknowledge the great work done by the LCU staff and volunteers on behalf of our members'. ■



Zero 8 Teen, pictured-Michaela Canning

Promotion, Education, Training, Planning and Development (PETPAD) Report

The overall role of PETPAD within the credit union movement is to enhance the name and familiarity of the credit union in the local community and thereby increase membership and usage of credit union services in the common bond area.

This is achieved in a number of ways, such as direct advertising, activity sponsorship, attendance at local events, and seeking coverage and support in local media, on social media, site advertising etc. Any community-based club, group or individual may apply to the credit union for support through PETPAD and having met the set criteria, the chances are that they will receive support. In return, they will be asked to provide some publicity and feedback to hopefully help to promote the Credit Union in the community.

The total cost of promotion, education and training over the past year was £29,512. This included sponsorship of over 28 different groups and covered many varied activities; sports events, youth club and playgroup activities, school-based initiatives, cross community groups, individuals and of course charitable organisations such as the local St Vincent de Paul, Salvation Army, PIPS and the Southern Area Hospice. In return for this, we would hope that the Credit Union's profile within the community is maintained through display of our logo on sports kits, event programmes, etc, through local press coverage of presentation ceremonies and also through the various strands of social media such as Facebook and Twitter. However, even more important is word of mouth when those groups or individuals assisted by Lurgan Credit Union inform others of our assistance and how we have been of benefit to them.

PETPAD also organise the local round of the annual Art Competition on behalf of the Irish League of Credit Unions (ILCU). Local winners go through to regional finals and then to an All-Ireland competition. Lurgan Credit Union has had considerable success in the past, both at regional and all-Ireland levels. The standard of work which is on view from the children every year is truly exceptional, and this year was certainly no different. You can read more about the competition in the 'Credit Union Art Competition' section in the booklet.

Another annual event organised on behalf of ILCU is the Schools' Quiz. Due to restrictions throughout the COVID-19 pandemic, this prevented us from gathering in person for this year's School Quiz, instead this year's Credit Union Schools Quiz was fully virtual, for the first time ever in its history. You can read more about the competition in the 'Credit Union Schools Quiz' section in the booklet.

PETPAD does not confine its work to the common bond, but extends far beyond the shores of this island. We are delighted to be associated with the work of the ILCU Foundation. In order to help them continue their good work, it would be gratifying if an amount equal to 50 pence per member were transferred from the surplus of Lurgan Credit Union Ltd to the ILCU Foundation. A motion to this effect will be proposed at the AGM.

A motion for monies to be set aside for PETPAD activities in the local community will also be proposed at the AGM. ■

Insurance Report

Lurgan Credit Union Ltd. provides free of charge insurance to individual members as follows:

1. Loan Protection Insurance - is the cover Lurgan Credit Union Ltd. takes out on the lives of eligible members with a credit union loan.
2. Life Savings Insurance - is the life insurance cover Lurgan Credit Union Ltd. takes out for all eligible members as an additional incentive to save regularly and maintain savings with the credit union.

These are payable on the death of the eligible member subject to policy terms and conditions.

Lurgan Credit Union Ltd. initiated a free in-house scheme for Funeral Assistance. This is designed to assist with funeral costs, whereby £3,000 is released to whoever is responsible for the funeral expenses for members who have passed away on or after 8th December 2020 (£1000 prior this date). This is also subject to terms and conditions.

A total of 240 deceased claims were made on behalf of members during the year. These resulted in the payment of loans amounting to £139,646 and shares amounting to £353,349.

The total insurance premium was £410,837 during the past year. In return successful claims made under the various schemes have resulted in benefits to members and their families of £492,995.

In addition, LCU paid Funeral Assistance in the amount of £504,000 to persons responsible for the funeral expenses. ■

Funeral Assistance Eligibility Terms and Conditions

- Have joined Lurgan Credit Union before their 70th birthday and have been a member for a minimum of 12 months.
- Have a Share Balance of NOT LESS than a £100 throughout the 12 months preceding their date of death.
- Have been NO MORE than 12 weeks in arrears on their loan repayments at time of death.
- Only first name on joint accounts eligible.



Lough Neagh Rescue radio equipmeny



FOSPA pictured- Claire Duncan

Rule Amendments

The ILCU AGM 2020 and 2021 took place virtually in March 2021 and April 2021 respectively. There were ten amendments to the Standard Rules for Credit Unions (Northern Ireland) arising from those two meetings. They are as follows:

Resolution No. 1

That this Annual General Meeting agrees to delete Rule 54 of the Standard Rules for Credit Unions (Northern Ireland) to remove the requirement for credit unions to complete and return the Return of Officers form to the Irish League of Credit Unions.

Resolution No. 2

That this Annual General Meeting agrees to amend the wording of Rule 96 Appeals of the Standard Rules for Credit Unions (Northern Ireland) by the insertion of the following “**reduced or**”, “**loans officer,**” & “**loans officer**” to the existing wording as follows:

Rule 96. Appeals

Existing Wording

An applicant whose applications for a loan has been refused by the credit committee, or in the case of an officer by the special committee, may appeal to a meeting of the board of directors augmented by one member of the supervisory committee but excluding any officer who is also a member of the committee that refused the loan. Such meeting may require the attendance of any member of the committee that refused the loan for the purpose of informing the committee why the loan was refused. The majority decision of such meeting shall be final and may reverse the decision of the credit committee or of the special committee as the case may be. If the withdrawal of a director from this appeal meeting would cause the meeting to become inquorate, the remaining members shall be treated as constituting a quorum while the matter in question is being considered or determined.

Rule 96. Appeals

New Wording

An applicant whose applications for a loan has been *reduced* or refused by the credit committee, *loans officer*, or in the case of an officer by the special committee, may appeal to a meeting of the board of directors augmented by one member of the supervisory committee but excluding any officer who is also a member of the committee that refused the loan. Such meeting may require the attendance of any member of the committee or *loans officer* that refused the loan for

the purpose of informing the committee why the loan was refused. The majority decision of such meeting shall be final and may reverse the decision of the credit committee or of the special committee as the case may be. If the withdrawal of a director from this appeal meeting would cause the meeting to become inquorate, the remaining members shall be treated as constituting a quorum while the matter in question is being considered or determined.

Resolution No. 3

That this Annual General Meeting agrees to amend the wording of Rule 97 Loan Officers of the Standard Rules for Credit Unions (Northern Ireland) deletion of existing wording and replacement with new Rule 97:

Rule 97. Loan officer

Existing Wording

To facilitate the work of the credit committee, the board of directors shall appoint a loan officer or officers who shall not be the chairman or president, secretary or treasurer of the credit union, to work under the supervision of the credit committee, and shall delegate to such officer(s) the power to approve loans, subject to such limitations as to amount, duration, terms of repayment and security required as shall have been established in writing by the board of directors. The loan officer shall furnish to the credit committee a record of each loan approved or not approved by the loan officer within seven days of the date of receiving the application therefore and such record shall be considered by and become part of the records of the credit committee at its next meeting. All applications for loans not approved by the loan officer shall be considered by the credit committee.

Rule 97. Loan Officer

New Wording

To facilitate the work of the credit committee, the board of directors shall appoint a loan officer or officers who shall not be the chairman or president, secretary or treasurer of the credit union, to work under the supervision of the credit committee, and may delegate to such officer(s) the power to approve loans, reduce or refuse subject to such limitations as to amount, duration, terms of repayment and security required as shall have been established in writing by the board of directors. The loan officer shall furnish to the credit committee a record of each loan approved, reduced or refused by the loan officer within seven days of the date of receiving the application therefore and such record shall be considered

by and become part of the records of the credit committee at its next meeting. All applications for loans not approved by the loan officer shall be considered by the credit committee.

Resolution No. 4

That this Annual General Meeting amends rule 91 Membership of Credit Committee of the Standard Rules for Credit Unions (Northern Ireland) by the insertion of the following:

“The exclusion of the treasurer of the credit union from the credit committee shall not apply to the consideration and approval of loans to corporate members made by the credit committee”

to read as follows:

Rule 91. Membership

The membership of the credit committee shall not include the treasurer of the credit union.

The exclusion of the treasurer of the credit union from the credit committee shall not apply to the consideration and approval of loans to corporate members made by the credit committee.

Resolution No. 5

That this Annual General Meeting amend rule 110 of Standard Rules for Credit Unions (Northern Ireland) by the deletion of section (e) and re-numbering of the rule:

Delete

- (e) submit to the board of directors together with his financial statements such figures as will enable the board to determine whether the provisions of Article 28 (6) of the Order are being complied with; and re-number the rule.

Resolution No. 6

That this Annual General Meeting amends the Standard Rules for Credit Unions (Northern Ireland) in Rule 113 by the deletion of the following Rule 113:

Rule 113. Membership

The supervisory committee shall consist of not less than three and not more than seven members of full age. In the event that the Credit Union is unable to form a Supervisory Committee the Board may appoint an external company to carry out internal audit duties.

And by the insertion of the following new Rule 113:

Rule 113. Membership

- a) The supervisory committee shall consist of not less than three and not more than seven members of full age. For the avoidance of doubt, the Board has full responsibility for the appointment and allocation of the Internal Audit Function under Rule 88(a).
- b) Where the Internal Audit Function is performed by the supervisory committee, the supervisory committee may recommend to the Board that it be provided by an employee, outsourced external providers or any combination thereof. The Board will work with the supervisory committee in those circumstances and the Board will ensure that appropriate written terms of reference are in place to reflect the allocation of such responsibilities, duties and roles. In that event, the supervisory committee duties, obligations and powers under this Section 16 and elsewhere under these rules shall remain in place.
- c) In the event that the credit union is unable to form a supervisory committee, the Board will ensure that the Internal Audit Function is provided by an employee or outsourced external provider or any combination thereof. In those circumstances, the duties, obligations and powers of the supervisory committee under these rules shall be suspended and not be exercised by any other party (except to the extent that it is necessary at the appointment of the Board to fulfil any statutory or regulatory obligation of the credit union).
- d) In the event that the credit union is unable to form a supervisory committee under Rule 113 (c), the Nominating Committee will make a call for nominations to the supervisory committee of at least three and not more than seven members of full age in accordance with Rules 62 and 74 in advance of each AGM. The duties, obligations and powers of the supervisory committee shall remain suspended until a supervisory committee can be formed at the AGM.
- e) In the event that a supervisory committee can be re-formed under Rule 113 (d), the duties, obligations and powers of the supervisory committee under this Section 16 and elsewhere under these rules will come into force, the day after the AGM.

Resolution No. 7

That this Annual General Meeting amends the Standard Rules for Credit Unions (Northern Ireland in Rule 62 by the insertion of “*(unless the Nominating Committee under Rules 73(4) and 113(d) has been unable to put forward appropriate nominations for the appointment of persons to the supervisory committee).*”

To read as follows:

Rule 62 Vacancies on the supervisory committee

At every annual general meeting of the credit union the members present shall by secret ballot fill every vacancy in the supervisory committee *(unless the Nominating Committee under Rules 73(4) and 113(d) has been unable to put forward appropriate nominations for the appointment of persons to the supervisory committee).*

Resolution No. 8

That this Annual General Meeting amends the Standard Rules for Credit Unions (Northern Ireland by the insertion of a new Rule 55A, to read as follows:

Rule 55A. Means of Participation in General Meetings

a) The board of directors may make arrangements for members to attend and participate in a general meeting by:

- (i) attendance at a physical meeting place;
- (ii) simultaneous attendance and participation at a secondary meeting place; and/or
- (iii) using an electronic platform, in exceptional circumstances as determined by the board of directors.

b) A general meeting may be held:

- (i) solely as a physical meeting;
- (ii) solely as an electronic meeting accessible by using an electronic platform, in exceptional circumstances as determined by the board of directors; or
- (iii) by offering members the option to attend and participate at a physical meeting place which may include a secondary meeting place) or by using an electronic platform.

c) Where the board of directors decides that members may attend and participate in a general meeting by

using an electronic platform, the notice of general meeting given under Rule 56 shall set out details of the electronic platform for the general meeting (including any access arrangements for such electronic platform and any other information that the credit union may specify).

d) Notice of a general meeting held under Rule 55A (a)(ii) or (iii) must also state in addition to the nature of the business of the meeting and such other matters as provided for in these rules:

- (i) the electronic platform to be used;
- (ii) details for access to the electronic platform;
- (iii) whether or not the general meeting will be recorded;
- (iv) the time and manner by which an attendee must confirm his or her intention to attend the meeting;
- (v) any requirements or restrictions which the credit union has put in place in order to identify attendees who intend to attend the meeting;
- (vi) the procedure for asking questions; and
- (vii) the procedure for the procedure to be adopted for voting on resolutions proposed to be passed at the meeting.

e) Details of any physical meeting place, secondary meeting place and/or electronic platform that shall be stated in a notice of general meeting given under Rule 56 shall constitute the place of such meeting.

f) A member who attends and participates in a general meeting held under Rule 55A (a)(ii) or (iii) shall be counted in the quorum for that general meeting.

g) Any temporary failure or disruption of electronic platform shall not invalidate the general meeting or any proceedings relating to the general meeting.

h) A credit union shall not be liable in respect of any failure or disruption relating to the equipment used by a member to access the general meeting by an electronic platform that occurs and which failure or disruption prevents or interferes with the member's participation, by way of such technology, in the meeting.

i) The board of directors may make arrangements for any documents which are required to be made available

for inspection by members at a general meeting to be available for inspection at any secondary meeting place (in addition to the principal physical meeting place) and/or to be accessible electronically on an electronic platform.

- j) The credit union shall require any persons wishing to attend a general meeting (whether at any principal physical meeting place, or any secondary meeting place, or by using an electronic platform) to comply with any identification and verification procedures, and security arrangements as the board of directors shall reasonably specify from time to time.

Resolution No. 9

That this Annual General Meeting amends the Standard Rules for Credit Unions (Northern Ireland) by the insertion of new definitions in alphabetical order in Section 33 Interpretation and Rule 178 as follows:

‘electronic platform’ means one or more electronic facilities as may be approved by the board of directors from time to time that enable members to attend and participate simultaneously in a general meeting of the credit union without attending a physical meeting place”.

‘secondary meeting place’ – a secondary physical meeting place (or more than one such place) for a general meeting at which members may attend and participate in the general meeting simultaneously as an alternative to attending the principal physical meeting place”.

Resolution No. 10

That this Annual General Meeting amends references to “members present” under the standard Rules for Credit Unions (Northern Ireland) under Rules 61, 62 and 63 by the deletion of “present”, and by the insertion of “(unless the Nominating Committee under Rule 73(4) and 113(d) has been unable to put forward appropriate nominations for the appointment of persons to the supervisory committee)” to Rule 62, to read as follows:

Rule 61. Vacancies on the board of directors

At every annual general meeting of the credit union, the members shall by secret ballot fill every vacancy in the board of directors.

Rule 62. Vacancies on the supervisory committee

At every annual general meeting of the credit union the

members shall by secret ballot fill every vacancy in the supervisory committee (unless the Nominating Committee under Rule 73(4) and 113(d) has been unable to put forward appropriate nominations for the appointment of persons to the supervisory committee).

Rule 63. Vacancy for auditor

Subject to the provisions of the Order and Rule 64, the members at an annual general meeting shall by secret ballot fill a vacancy in the office of auditor. ■



Derrytrasna playgroup, pictured - Allison Murphy

School Quiz 2021

Due to restrictions throughout the COVID-19 pandemic, this prevented us from gathering in person for this year's School Quiz, instead this year's Credit Union Schools Quiz was fully virtual, for the first time ever in its history.

Schools throughout our common bond were invited to take part in the virtual event within their individual classrooms and encouraged to try the practice quiz online together for some fun classroom learning.

There were two elements to this year's quiz. The first was an online multi choice quiz which was available for anyone to take part in. The second, was a virtual quiz hosted by Today FM's Fergal D'Arcy. This quiz consisted of six rounds, of six questions.

Although this quiz was primarily for school children, this brand-new virtual experience brought fun for all the family. This quiz was available through the ILCU social media channels, and anyone could join the ILCU live for the official premiere.

The Credit Union Schools Quiz Finale took place on Friday 14th May at 10 a.m. live on Facebook and YouTube. Schools across the island of Ireland were invited to take part in the first ever Virtual Credit Union Schools Quiz, from classrooms across the country.

The quiz was recorded and available to watch back for anyone who was unable to tune in live for the Finale.



Nanneh Turay, and baby Aminata, participate in training for the new passbooks



The Foundation supported NACCUG to provide locally made, reusable face masks to rural credit unions and their members



Bookkeeper training for staff and volunteers continued with COVID protocols in place

LURGAN CREDIT UNION LIMITED

VOLUNTEERS WANTED

ARE YOU A...

- MEMBER?
- LEARNER?
- LISTENER?
- COLLABORATOR?
- IDEA GENERATOR?
- KNOWLEDGE SHARER?

Lurgan Credit Union

seeks volunteers to join its committees.

If you want to give back to your community, and pick up some great skills along the way, we would love to hear from you!

Call us on 02838 325016

Email loans@lurgancu.com

Visit www.lurgancu.com

IMAGINE MORE

Lurgan Credit Union Limited is authorised by the Prudential Regulation Authority, and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Registered Address: 40 Church Place, Lurgan, County Armagh BT66 6EU.



LURGAN
CREDIT UNION LIMITED



Saving accounts for Youth

Hi, I'm Bobbi.

Minor deposit accounts allow children to save regularly from an early age. Children can save as much as £100 per month (£1200 per annum), whether it is their pocket money or money received for a special occasion. Deposits can also be paid into the account by direct debit from a bank account or child benefit from the social security agency via the parent or legal guardian's account.

Minor accounts are for children from birth up to age sixteen. Once the child reaches age sixteen, they can transfer to a main shareholder account in the credit union.

Top tips for young savers

Whether it's two toppings on the pizza instead of four, new jeans this month or next, or giving up free time for a part-time job, money already plays a big role in your decisions. And that's only the start! Welcome to a lifelong relationship with money:

- Get into the habit of budgeting so you can make the most of your time and money.
- When you do spend, save what's left over. The same goes for extra pocket money. Keep your savings in an account and earn interest in the meantime.
- Small amounts quickly add up no matter how little you save each week.
- Money doesn't grow on - you know what! Your parents want you to be secure and have it better than they did, but they are not a bottomless well of money! It's easy to get carried

away so try to save as well as spend.

- Be prepared to make choices – you can't have everything, all of the time!
- Have a spending limit and stick to it. Break down your weekly limit and budget for each day. If you spend too much early in the week, cut back later on.
- Talk to your parents and friends about money. By discussing what's involved in paying for holidays, a new TV, car, or even groceries, you find out just how many expenses there are in life, what things cost, what good value is and when you're being ripped off. This information can help you make healthy financial decisions.

Tips to encourage saving

- Consider rewarding children for regular saving. The amount saved isn't critical, the habit is important.
- Encourage children not to buy on impulse, take time to consider their decision.
- Help children identify long & short-term savings goals. Sometimes saving only becomes important when the reward can be seen.
- Develop a savings plan or calendar to highlight when the savings goal will be achieved.
- Give pocket money in small denominations to encourage children to put a little aside.
- Consider linking pocket money to chores. This helps teach that money must be earned.
- If pocket money runs out, don't rush to replace it. This would defeat the purpose of providing it.
- Give children a piggy bank, or even better, bring them into the credit union to become a GR8 saver! ■

I'M A
**JUNIOR
SAVER**



2020 Credit Union Art Competition

Now in its 36th year, the theme for the 2020 Credit Union Art Competition “[Imagine More](#)”

This year’s theme was influenced by the creative role art plays in Irish society and encourages participants to unlock their imagination to look at how art inspires us and our communities.

The competition required entrants to freely express their creativity by drawing or painting posters on the theme, using a wide variety of media such as pencil, charcoal, pen or ink, felt-tip markers, crayon, pastel, water colours, gouache, acrylics, oils, poster colour or collage.

There are two categories – General Category and Category for People with Disabilities – with five age groups in each:

7 years and under, 8-10 years, 11-13 years, 14-17 years, 18 years and over. There is a further Group section in the People with Disabilities category.

The People with Disabilities Category encouraged participants with a physical or intellectual disability to submit entries in free expression without the restriction of the competition’s official theme, if they so wish. The competition was run as normal despite the COVID Pandemic, adhering to any public guidelines at the time. The art competition was very popular with 11

local schools entering this year!

Southern Regional College, St Patrick’s PS Aghacommon, Lismore Comprehensive, St Anthony’s PS, St Ronan’s College, St Mary’s PS Derrymore, St Patrick’s PS Aghagallon, Lough Road Learning Centre, Lurgan Model PS, Oliver Plunketts Guides and Rowandale Integrated PS entered.

With over 1000 entries and an opportunity for pupils and the schools to win prizes the competition produces some fabulous works of art and gives the judges a difficult task in picking the winning entries. You can see the vast array of works produced by the pupils throughout this booklet.

We were delighted that after local level judging, we had 8 first place winners at regional level of the competition, these 8 winning posters continued on to the National Final in Dublin and we were delighted that we had two runners up in their categories at the Final.

The Credit Union Art Competition is one of the most successful annual promotions undertaken by the Credit Union Movement. The competition attracts over 30,000 entries through 300 credit unions nationwide and caters for all ages and abilities. The 2021 art competition theme of “Imagine” aims to continue this winning formula. ■



**St Anthony's ARP Group
First Place**



First Place

**Art competition winners in
18 + Special**



Holly Bissit - 1st Place

**Art competition winners in
7 Years of Age and under - Special**



First - Bradley Carlin

St Anthony's LSC 1 Group



Second Place

**Art competition winners in
7 Years of Age and under**

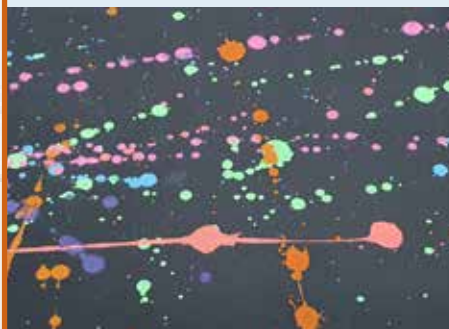


First - Faith Berzins

**Art competition winners in
8-10 Years of Age - Special**



First - Chloe Cinnamond



Second - Olan Leathem



Second - Odhran Murphy



Third - Caitlin Murphy



Third - Jayden Toland

Art competition winners in
8 -10 Years of Age



First - Caitlin Hogan



Second - Lidia Muntean



Third - Ella-May Bailey

Art competition winners in
11-13 Years of Age



First - Eva Casey



Second - Sarah Corey



Third - Mya Ruddy

Art competition winners in
11-13 Years of Age - Special



First - Mikey Connors



Second - Aimee Whitla



Third - Robyn Lowry

Art competition winners in
14-17 Years of Age



First - Emer Cassidy



Second - Katie Allen



Joint third - Brooke Archer



Joint Third - Catherine Hendron

Art competition winners in
14-17 Years of Age - Special



First - Jake Simpson



Second - Fabiana Viera



Third - Austejus Baltramaitis

Art competition winners in
18+ Years of Age



First - Nicola Pennington



Second - Leah Doran



Third - Nikita Hossain

Services

ACCOUNTS

Share - Save up to £20,000*

Easy share - Save up to a limit of £10,000 for a special occasion or household bills

Social - Social Security Benefits can be paid into your credit union account with the option to transfer to your shares, loan or easy share account.
*Total combined savings of £20,000 (i.e. money held in your share, easy share or social account. Maximum monthly lodgement to shares of £500).

Minor - Children up to the age of 16 can save to a limit of £10,000. Maximum annual lodgement of £1,200).

All accounts have the potential for dividend to be paid.
Savings are covered by FSCS.

LOANS

Personal Loan 7.5% APR

Loan Against Shares 7.5% APR (Take a loan to the value of your shares using your shares as collateral). Flexibility to pay early and pay less interest without incurring any charges.

Loan applications can be arranged over the telephone or on-line.

Debit Card Payments

This enables you make payments to your savings and/or pay your loan by phone using your debit card.

OTHER SERVICES...

Competitive rates on foreign currencies with No Commission!

Paypoint facility

INSURANCE

Funeral Assistance

£1,000 payable towards funeral expenses for members that meet the eligibility criteria at no extra cost.

Life Savings Protection Insurance

We provide free Life Savings Insurance for eligible members. The amount of insurance benefit payable on the death of the member is based on the age of the member at the time the savings were lodged. Insurance payable will be calculated on the lowest share balance held in the account from age 55 until death.

Loan Protection Insurance

The savings and loan balances of eligible members are automatically covered, (up to certain limits), at no direct cost to the member. This means that you can borrow in the full confidence that your dependents will not be obliged to repay the outstanding loan balance in the event of your death or permanent disability.

ELECTRONIC SERVICES

Direct Debits

This enables you to make regular payments to your savings and/or loan.

Debit Card Payments

This enables you make payments to your savings and/or loan by phone using your debit card.

Credit Transfers

Money can be electronically transferred within 3 days to a personal bank account, to pay a credit card, utility bill or company bill in the UK. Transfers can be processed as a one off payment or as a reoccurring payment at no cost to the member.

On-Line Facilities

You can view your account balances, apply for a loan and receive the decision and request a statement.

International Transfers

Transfer money anywhere in the world at no extra cost (forms are completed at foreign exchange counter).

ILCU Foundation

Credit Unions promote self-help and self-sufficiency

ILCU Foundation supporting credit union development and financial inclusion.

Credit unions are all about people helping people. The ILCU International Development Foundation's (the Foundation) work is focused on increasing financial inclusion and reducing poverty. 2020 was a challenging year for us all. Thanks to your support we explored new ways of supporting our local partners to develop strong, sustainable credit union movements and assisted them to stop the spread of COVID-19.

2019 in numbers

- 495 members (73% female) attended financial literacy training across eight communities in Sierra Leone.
- We assisted the apex body in Sierra Leone, NaCCUA, in providing technical assistance to credit unions in the area of liquidity management, loan management and human resources through assisting in monitoring activities, delivery of credit union training and development of technical resources.
- We piloted a new visual passbook for members who have low literacy and numeracy levels.
- We raised over €3,000 online to buy essential sanitation products and face masks for the credit unions, and their members, in Sierra Leone.
- In Ethiopia, which has no national apex body, two regional apex bodies in Amhara and Addis Ababa were established.
- We funded the production of 1,200 locally made reusable face masks for the community credit unions and their members in The Gambia.
- A core credit union curriculum was developed for staff and volunteers in Sierra Leone and Ethiopia and will be rolled out in 2021.



N'mah Kamara, GMF member, participating in training

Addressing financial literacy in Sierra Leone

Having a low level of financial literacy can impact on poverty, as it affects an individual's ability to manage their money and make better financial decisions. In Sierra Leone literacy and numeracy levels are low, especially among people living in the rural communities. Credit union staff noted that illiterate and innumerate members faced difficulties understanding their credit union passbooks without assistance from literate and numerate friends, family members or credit union staff. To address this, the Foundation worked with My Oral Village, a Canadian company specialising in making tools for illiterate and innumerate members to use financial services, to undertake a pilot project to design passbooks for the Graduation Microfinance (GMF) members in Conakry Dee Cooperative Credit Union - so that they can better understand the concept of savings and loans. The GMF group participated in the development of the passbooks and follow-up training to ensure the design of the passbooks met the members' needs. A total of 60 members participated in the pilot project, which

ILCU Foundation

The Credit Union model improves socio-economic and human development

Credit Unions provide an opportunity for poor people and communities in developing countries to change their lives for the better.

included training on the new passbook, weekly meetings and an evaluation of the project. It is envisaged that this new passbook will help members with low literacy levels better understand their finance and therefore enable them to make informed financial decisions.

"I liked the training because I learned the symbols of our currency. The passbook shows the symbol of the 1,000, 2,000, 5,000 and 10,000 Leones... very simple to understand your saving and loan balance." N'mah Kamara, GMF member.

Improving Members Lives

Amelu Zeberega, is a member of Edget Beteret RuSACCO. She is 33 years old and she has six children. Amelu became a member in 2014. She is a farmer living in a small hut made of mud and grass near the RuSACCO in SNNP region, Ethiopia. She joined her local RuSACCO after she heard about it from her friend who was already member. In the beginning, Amelu was saving 10 birr per month, and she saved regularly for two years. Then she decided to borrow 900 birr to buy a goat, she continued saving regularly and paid off her loan within one year, she also increased her regular savings from 10 to 50 birr per month.

Amelu attended a three-day training on financial literacy and business opportunities for RuSACCO members. During the training she learned that there is no shop/kiosk around her home, and she decided to set up a small shop in her compound, and she borrowed 10,000 birr. Amelu's shop was a success, and she earned a net profit of 3,000 birr in the first year. As a result she upped her savings to 100 birr and continued to repay her loan. Amelu has since borrowed an additional 18,000 birr and used this loan to expand her business. She has been able

to improve her standard of living in recent years, she can provide for her family and send her children to school. She also built a tin-roofed house for her family.

"I am the testimony for being organising as a RuSACCO member and then pooling saving, borrowing and investing for income generating activities, it can change the living standard of the poor."

*RuSACCO is a rural savings and credit cooperative organisation similar to a rural credit union
100 birr = €1.93 / £1.65

Credit unions provide people with much needed access to affordable and ethical savings and loans. Being a credit union member helps people to improve their livelihoods, educate their children, run a small business and farm their land. To learn more about our work visit our website: www.ilcufoundation.ie or follow us on social media.



Amelu Zeberega, RuSACCO member, outside her newly constructed home

Important Information about Compensation Arrangements

We are covered by the Financial Services Compensation Scheme (FSCS). The FSCS can pay compensation to depositors if a credit union is unable to meet its financial obligations. The FSCS deposit protection limit is £85,000 effective from the 30th January 2017.

An Information Sheet and Exclusion List outlining the changes has been posted to all members and we recommend that you read and retain for future reference.

In respect of deposits, an eligible depositor is entitled to claim up to £85,000. For joint accounts, each account holder is treated as having a claim in respect of their share. The £85,000 limit relates to the combined amount in all the eligible depositors accounts with the credit union including their share of any joint account, and not to each separate account.

For further information about the compensation provided by the FSCS (including the amounts covered and eligibility to claim) please call us on 02838 325016, ask at your local branch, refer to the FSCS website www.FSCS.org.uk or call 0800 6781100. Please note only compensation related queries should be directed to the FSCS.

Dispute Resolution

Lurgan Credit Union aims to provide members with quality financial services. We welcome the opportunity to put things right for members who are dissatisfied with our services.

This procedure sets out how a complaint can be made to the credit union, and how the complaint will be investigated and responded to.

Definition of Complaints and Eligible Complainants

A complaint is any expression of dissatisfaction, whether written or oral, about a service that the credit union has provided, or failed to provide, that has resulted in a financial loss, material distress or material inconvenience or the potential for such loss or inconvenience to occur.

Complaints can be made by, or on behalf of members (or potential members) who are private individuals. An eligible complainant therefore is:

- A credit union member or minor depositor or potential or former member or minor depositor.
- A nominated beneficiary or personal representative of (a) above.

This credit union asserts its right to make appropriate business decisions about any area of its operations, including admission of new members to membership and individual eligibility for loans as referenced in the membership and loan policies of the credit union.

Making a Complaint

A complaint can be received at any place that the credit union conducts business. A complaint can be received by any officer, staff or volunteer of the credit union.

A complaint may be made in writing or orally to an officer or volunteer of the credit union. A complaint can be made in person, by letter, by telephone or by email.

Investigating and Responding to a Complaint

The complaint will be passed to our Complaints Officer who will be responsible for investigating the complaint as speedily as possible.

Within 3 business days

The credit union aims to resolve complaints to the complainant's satisfaction by the close of business, 3 business days after the day on which the complaint was received.

Over 3 business days

If the complaint cannot be resolved quickly and within 3 business days, an acknowledgement will be sent to the complainant. The acknowledgement will include the following information: The name or job title of the person handling the complaint and the credit union's internal complaint handling procedure.

Within 8 weeks

If still unresolved within 8 weeks of receiving a complaint, the credit union will send the complainant:

A final response, or a response that explains the delay and advises the complainant when a final response can be expected. The complainant is asked whether they are willing to extend the time for the investigation to be completed. The complainant is advised that if dissatisfied with the delay he or she can refer the complaint to the Financial Ombudsman Service. A copy of the FOS explanatory leaflet, 'Your Complaint and the Ombudsman', will be included in the response. ■

Financial Ombudsman Service

This credit union is covered by the Financial Ombudsman Service (FOS). If a complainant remains dissatisfied with our final response to their complaint, he or she may refer the complaint to the Financial Ombudsman Service within 6 months of receipt of the final response. The FOS can be contacted at:

The Financial Ombudsman Service

Exchange Tower
London
E14 9SR

Credit Union Operating Principles

Introduction

These Credit Union Operating Principles are founded in the philosophy of co-operation and its central values of equality, equity and mutual self-help. At the heart of these principles is the concept of human development and the brotherhood of man expressed through people working together to achieve a better life for themselves and their children.

Open and Voluntary Membership

Membership in a credit union is voluntary and open to all within the accepted common bond of association that can make use of its services and are willing to accept the corresponding responsibilities.

Democratic Control

Credit Union members enjoy equal rights to vote (one member, one vote) and participate in decisions affecting the credit union, without regard to the amount of savings or deposits or the volume of business. The credit union is autonomous, within the framework of law and regulation, recognising the credit union as a co-operative enterprise serving and controlled by its members. Credit union elected officers are voluntary in nature and incumbents should not receive a salary for fulfilling the duties for which they were elected. However, credit unions may reimburse legitimate expenses incurred by elected officials.

Limited Dividends on Equity Capital

Permanent equity capital where it exists in the credit union receives limited dividends.

Return on Savings and Deposits

To encourage thrift through savings and thus to provide loans and other member services, a fair rate of interest is paid on savings and deposits, within the capability of the credit union.

Return of Surplus to Members

The surplus arising out of the operations of the credit union after ensuring appropriate reserve levels and after payment of dividends belongs to and benefits all members with no member or group of members benefiting to the detriment of others. This surplus may be distributed among the members in proportion to their transactions with the credit union (interest or patronage refunds) or directed to improved or additional services required by the members.

Expenditure in credit unions should be for the benefit of all members with no member or group of members benefiting to the detriment of others.

Expenditure in credit unions should be for the benefit of all

members with no member or group of members benefiting to the detriment of others.

Non-Discrimination in Race, Religion and Politics

Credit unions are non-discriminatory in relation to race, nationality, sex, religion and politics within the limits of their legal common bond. Operating decisions and the conduct of business are based on member needs, economic factors and sound management principles. While credit unions are apolitical and will not become aligned with partisan political interests, this does not prevent or restrict them from making such political representations as are necessary to defend and promote the collective interests of credit unions and their members.

Service to Members

Credit union services are directed towards improving the economic and social well-being of all members, whose needs shall be a permanent and paramount consideration, rather than towards the maximising of surpluses.

On-Going Education

Credit unions actively promote the education of their members, officers and employees, along with the public in general, in the economic, social, democratic and mutual self-help principles of credit unions. The promotion of thrift and the wise use of credit, as well as education on the rights and responsibilities of members are essential to the dual social and economic characters of credit unions in serving member needs.

Co-Operation among Co-Operatives

In keeping with their philosophy and the pooling practices of co-operatives, credit unions within their capability actively co-operate with other credit unions, co-operatives and their associations at local, national and international levels in order to best serve the interests of their members and their community. This inter-co-operation fosters the development of the co-operative sector in society.

Social Responsibility

Continuing the ideals and beliefs of co-operative pioneers, credit unions seek to bring about human and social development. Their vision of social justice extends both to the individual members and to the larger community in which they work and reside. The credit union ideal is to extend service to all who need and can use it. Every person is either a member or a potential member and appropriately part of the credit union sphere of interest and concern. Decisions should be taken with full regard for the interests of the broader community within which the credit union and its members reside. ■

MONSTER LOANS



Lurgan Credit Union Limited

Whether you're dreaming of
a new car, a boat or a truck,
or a holiday, or windows –
then you might be in luck!

ENQUIRE ONLINE

CALL US ON 02838 325016

EMAIL LOANS@LURGANCU.COM

VISIT WWW.LURGANCU.COM

IMAGINE MORE

Loans are subject to approval. Terms and conditions apply. If you do not meet the repayments on your loan, your account will go into arrears. This may affect your credit rating which may limit your ability to access credit in the future. Lurgan Credit Union Limited is authorised by the Prudential Regulation Authority, and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Registered Address: 40 Church Place, Lurgan, County Armagh BT66 6EU.



LURGAN
CREDIT UNION LIMITED