

East Wall Credit Union Limited

REGISTERED OFFICE: **Blythe Avenue, East Wall, Dublin 3**

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Annual Audit and Reports

2010 / 2011

IRELAND

NOTICE OF ANNUAL GENERAL MEETING

LOCATION: Credit Union Function Room

DATE: Monday – 30/01/2012

TIME: 8.00 p.m.

Please arrive on time – for security reasons the doors are closed once the meeting begins

43rd Annual General Meeting

Agenda

- **Ascertain that a quorum is present**
- **Reading of minutes of the 42nd Annual General Meeting and matters arising from same**
- **Chairpersons' Report**
- **Auditors Report and Financial Report for the period under review**
- **Committee Reports**
- **Election of Officers and Auditor**
- **Motions**
- **Other Business**
- **Members Grand Prize Draw**
- **Result of Elections and Close Of Meeting**

NOTE

There are five (5) vacancies on the board of directors and one (1) vacancy on the supervisory committee.

Those interested in being nominated should submit a request in writing using the form printed on Page 11 of this annual report booklet. Nominations may also be submitted from the floor during the meeting. Credit Union officer elections are open to all eligible adult members.

Kathleen Brannigan

Secretary

Chairpersons' Report

On behalf of the board of directors I am pleased to present to you the Annual Reports and Accounts for the financial year ending on September 30, 2011. Each appropriate committee will give a report with regard to their area of responsibility.

In accordance with guidelines provided by the financial regulator your credit union is obliged to provide against the ongoing possibility of losses through future bad and doubtful debts. As a result the amount of surplus funds available to distribute to members in dividends and interest rebates is reduced.

The amounts being provisionally proposed to members are as follows:

- 1.25% dividend on regular share accounts
- 0.25% dividend on all Deposit Savings Accounts (amounts over €12,700)
- 7.5% rebate on loan interest paid

These amounts represent an increase on last years figures however it should be noted that they are provisional and are subject to approval by the Office of the Financial Regulator. At the time of printing we are awaiting a response.

All of this comes against the backdrop of the ongoing dire economic climate in Ireland which has no doubt had an impact in some way of every member of the credit union. It is important to emphasise to members that your credit union is still in a healthy state in comparison to many others throughout Ireland, and that you should have no fears in relation to the security of any shares you hold.

2011 saw the passing of several long serving credit union officials, and former officials. Rita Dorman, Harry Leighton, Monica Ryan and Richard Sheridan gave a combined service to the members of East Wall Credit Union of almost 140 years. At this time and on this occasion we honour their long service and remember all those members who passed on during the last 12 months.

Thank you for your attention and for supporting your community credit union.

Barry Masterson P.C.

Chairperson

Credit Committee Report

The amount of new loans saw a slight decrease compared to the previous year

Every effort is made to grant all applications, but presently all loans are restricted to a maximum loan to share ratio of 3:1.

Members seeking a loan greater than shares are required to produce evidence of employment, financial status, residence and current address during the application procedure. Loans can no longer be granted until this criterion has been satisfied.

A member may apply for a loan by meeting with the Credit Committee on Thursday evening, by filling out a form at the office, by phone or online via the website. All paperwork must be completed in detail at the office when you are collecting your loan.

In order for us to complete credit checks please complete your loan application in as much detail as possible, particularly in relation to disclosing what other outstanding debts you have. Failure to disclose this information may disqualify a member from receiving a loan. As this credit check process can take several days to complete we would ask members to give at least 7 working days before they require their loan. It should be noted that members seeking loans less than their shares are not subject to the credit check process and loans can be processing in a couple of days.

We understand that some members with loans are encountering ongoing difficulties in keeping up with their agreed repayments. We strongly urge all members in this situation to let the office know immediately as every effort will be made to accommodate changed circumstances.

More details of what information is required when making a loan application can be found in the "A Guide to Credit Union Services" later in this report booklet.

On a personal note I would like to acknowledge the sad loss of our friend and long serving credit committee member Richard Sheridan.

I want to thank everyone who has supported their Credit Union by taking out loans during the past 12 months.

Dolores Steele

Chairperson of the Credit Committee

Membership Committee Report

During the period ending September, 30 2011 there were 114 new membership registrations. Of these 27 were under the age of sixteen.

New members are advised to keep their accounts active as accounts with a zero balance are closed after 3 months. All accounts with a share balance of less that €100.00 that show no activity for more than 12 months may be closed and any balances held in a reserve account. Members holding these accounts will need to complete full rejoining procedures to become a credit union member again.

Members are advised that in order to comply with regulations they may be asked to update their personal details periodically. This will entail production of photo identification, proof of residence and proof of current address.

Finally we strongly urge all members to regularly review their beneficiary details – new beneficiary forms are available in the office or to download from the credit union website.

Liam Dunne

Supervisory Committee Report

The current supervisory committee were elected for a 3 year term at the annual general meeting held in January, 2010.

Our duties include:

- To monitor all financial transactions.
- To ensure that credit union regulations are complied with and enforced.
- To ensure all directors and volunteers are performing their duties fully and undertaking their responsibilities in the best interests of all members.
- To circularise randomly selected members to ensure their account details match those held on the computer records.
- To meet with the board of directors to review performances and procedures.

We are satisfied that the running of your credit union is in accordance with current regulations and all concerned have carried out their duties responsibility.

Mary Gray – Carmel Gormley

Home Union Report & Insurance Services

Presently the Allianz Home Union service is only available to existing policy holders who chose to renew their policy with Allianz.

Policy holders who wish to make a claim or query their policy details should contact Allianz directly via the following numbers:

Policy Queries	-	1850213213
General Queries	-	1850484848

Members are strongly advised to ensure their premiums are paid on time, otherwise their policy will be lapsed and they will not be covered by insurance. It is the responsibility of the policy holder to ensure they renew their policy in time. We are no longer able to process premiums that are received after their due date.

Members can also avail of insurance services offered by two companies that offer special rates to credit union members.

- CU Safe - CUsafe at 1850287233 or online at www.cusafe.ie
- Le Cheile Insurance - Please check East Wall Credit Union website for details.

Liam Dunne – Gormac McCarthy

A Guide to Credit Union Services

LOANS

The criteria for granting loans is based on the following -

- **Ability to repay (evidence of income)**
- **Record of repayments on previous loans**
- **Size and number of previous loans**
- **Savings record**

Full personal and financial details are required when making a loan application and members may be asked to produce evidence of identity, permanent residence, current address and income.

The Credit Committee/Loan Officer is available to take applications from members on Thursday and the majority of approved applications will be ready for collection within 7 working days. Members may sometimes be asked to clear an existing loan or raise their shares/savings before a new loan can be processed and in some cases approval at a board of directors meeting is required. All loan applications may be subject to a credit check with the Irish Credit Bureau. **Please note that members cannot apply for top-up loans if there current loan is in arrears.**

Loans must be collected by the member in person. Please note there are certain time restrictions in place as to when loans can be collected. A special security notice has been issued to this effect.

SHARES

There are two types of share (or savings) accounts in your Credit Union.

- **Regular Share Account (amounts up to €12,700)**
- **Deposit Savings Account (amount in excess of €12,700)**

Currently less than 3% of members would be eligible to have a deposit savings account. The dividends paid on the deposit savings account are considerably less than that on the regular share account. *DIRT is deducted* from the deposit savings account only, however members are advised that all dividends earned are classed as income by the Revenue Commissioners, and that they are under a legal obligation to declare these amounts.

Members may withdraw shares at any time, except in cases where said shares are secured against loans. Please bring a form on ID when withdrawing in person. Please note that certain security requirements are now in place in relation to the withdrawal of shares from the treasurer's office - a special security notice to this effect has been issued.

Withdrawals may also be done by post – but not by fax or email, as an original signature is required.

INSURANCE COVER ON SHARES & LOANS

Shares deposited before a members 55th birthday are insured at a ratio of 1:1. Savings made between 55 and 80 years of age are covered on a decreasing scale.

There is full loan coverage on all active loan accounts for members aged between 18 and 80 years. This means that in the event of a members' death, any outstanding loan amounts are cleared.

MAKING PAYMENTS

We accept all standard payment methods except credit or debit card payment. Members are also advised that your credit union will usually cash a cheque from a member providing he/she makes some payment to their account and that there is a sufficient amount in the share account to cover the cheque balance. Restrictions exist with regard to third party cheques.

While cheque payments are lodged immediately to a members account it takes up to 14 days for cheques to clear. Should a cheque be returned an adjustment will be made to the members account and a €10 fee charged.

A member may set up a standing order to make payments to their account. You need to contact your bank or building society and give them the following information:

**CREDIT UNION BANK:
Permanent TSB, 1 Drumcondra, Dublin 9**

**CREDIT UNION ACCOUNT NUMBER:
80025163 (Sort Code 99-06-07)**

Please ensure that your bank/building society include your Credit Union number followed by your full name and your standing order transaction.

Important note – We would ask all members who are paying by standing order to check with us to ensure that their payments are being processed correctly. We are still receiving a number of standing order payments that we have been unable to identify. The banks initiating these payments are unable under data protection regulations to assist us in identifying the members involved.

As the board of directors are currently reviewing all banking procedures, please check the website for any changes in this area.

Private Members Draw

870 members participated in this years draw. At last years' AGM a draw took place for a GRAND PRIZE of €10,000.00. The winner was Ms. Jennifer Kane.

The Grand Prize for the 7th Members Draw will be for **€10,000** and will be held at the Annual General meeting.

Any member not already signed up for the new members draw commencing at the end of March, 2012 or unsure if they are entered should contact the office before Monday, March 26th 2012. An entry form is will be available from the office or to download from February, 2012. Members may enter the draw more than once. The current cost is €48.00 per year per entry.

Frequently Asked Questions

How much does my loan cost me?

Interest is calculated on a loan at a daily rate of **0.029%** on the current loan balance.

The following is a guide to the repayments due and interest costs on a loan.

€1,000.00

3 years	=	156 weekly payments of €7.49	Total Interest Cost €168.00 approx
4 years	=	208 weekly payments of €5.90	Total Interest Cost €227.00 approx
5 years	=	260 weekly payments of €4.95	Total Interest Cost €287.00 approx

€5,000.00

3 years	=	156 weekly payments of €37.43	Total Interest Cost €840.00 approx
4 years	=	208 weekly payments of €29.49	Total Interest Cost €1,134.00 approx
5 years	=	260 weekly payments of €24.77	Total Interest Cost €1,440.00 approx

€10,000.00

3 years	=	156 weekly payments of €74.85	Total Interest Cost €1,677.00 approx
4 years	=	208 weekly payments of €58.99	Total Interest Cost €2,270.00 approx
5 years	=	260 weekly payments of €49.54	Total Interest Cost €2,880.00 approx

260 weeks is the default period used when granting a loan.

Who can have a loan?

All adult members are eligible to apply for a loan once they have a minimum of 4 payments over a 13 week period. Members should note that their first loan cannot be greater than their shares and it must be cleared in full over a regular repayment period of between 6 to 12 months. Subsequent loan limits are based solely on an individual members' ability to repay and on their record. Members will be asked to provide evidence of income and a guarantor may be required to co-sign for their loan. Members under 18 years of age cannot be granted a loan in excess of their shares – and a certificate of indemnity must be signed by another member of the credit union (usually an eligible adult family member). All loans are fully insured from members aged 18 to 80.

Why should I keep my account active?

Members are strongly advised to keep their Credit Union account active. Accounts with balances of less than **€100.00** that are inactive for a period of over 24 months may be closed and the balances transferred to reserve. Inactive accounts with more than **€100.00** in shares are monitored on a case-by-case basis. The shares from inactive accounts are available to the members concerned but they will be required to complete rejoining procedures should they wish to avail of the full benefits of Credit Union membership. New members are advised that an initial deposit must be made within 3 months of opening an account otherwise this account will be closed.

All active accounts in excess of **€200.00** are covered by the additional **€1,300.00** death benefit insurance which is provided to these members free of charge.

The Board of Directors makes the final decision as to whether an account is active or inactive. **Inactive accounts are not covered by insurance.**

How secure is the Credit Union?

In the continuing climate of financial uncertainty, it is important for members to know how secure and safe their money is. All investments made with credit union funds are in capital guaranteed products and everything is done to ensure that returns are maximised.

With regard to the Credit Union office, the following safeguards and security measures are currently in place:

- Money is not kept on the office premises overnight.
- Two separate monitored alarm systems are in operation at all times.
- A monitored CCTV is installed on the premises
- All members' paper records are held in fireproof filing cabinets.
- All computer records are securely firewalled and encrypted and are backed up offsite.
- All confidential paper waste is shredded and securely disposed of.

Does the Credit Union have a website and can I conduct my financial business online?

A website for the East Wall Credit Union was introduced in 2010. For security reasons member can only view their account details online. Members who use internet banking to make deposits to the East Wall Credit Unions main bank account will see this transaction appear in the personal credit union account within a few days.

Members should note that the Credit Union website belongs to the members so suggestions are always welcome.

You can also follow the East Wall Credit Union on Facebook.

NOMINATION FORM – Annual General Meeting

We, the undersigned, nominate for **DIRECTOR/SUPERVISOR** *

(Name of Nominee) _____

(Block Capitals)

(Address) _____

SIGNED (PROPOSER): _____

Membership No: _____

SIGNED (SECONDER): _____

Membership No: _____

CONSENT OF NOMINEE: I, as a member, hereby agree to be nominated as a candidate for **DIRECTOR / SUPERVISOR** * on the Board of Directors and confirm I am over the age of 18.

SIGNED _____

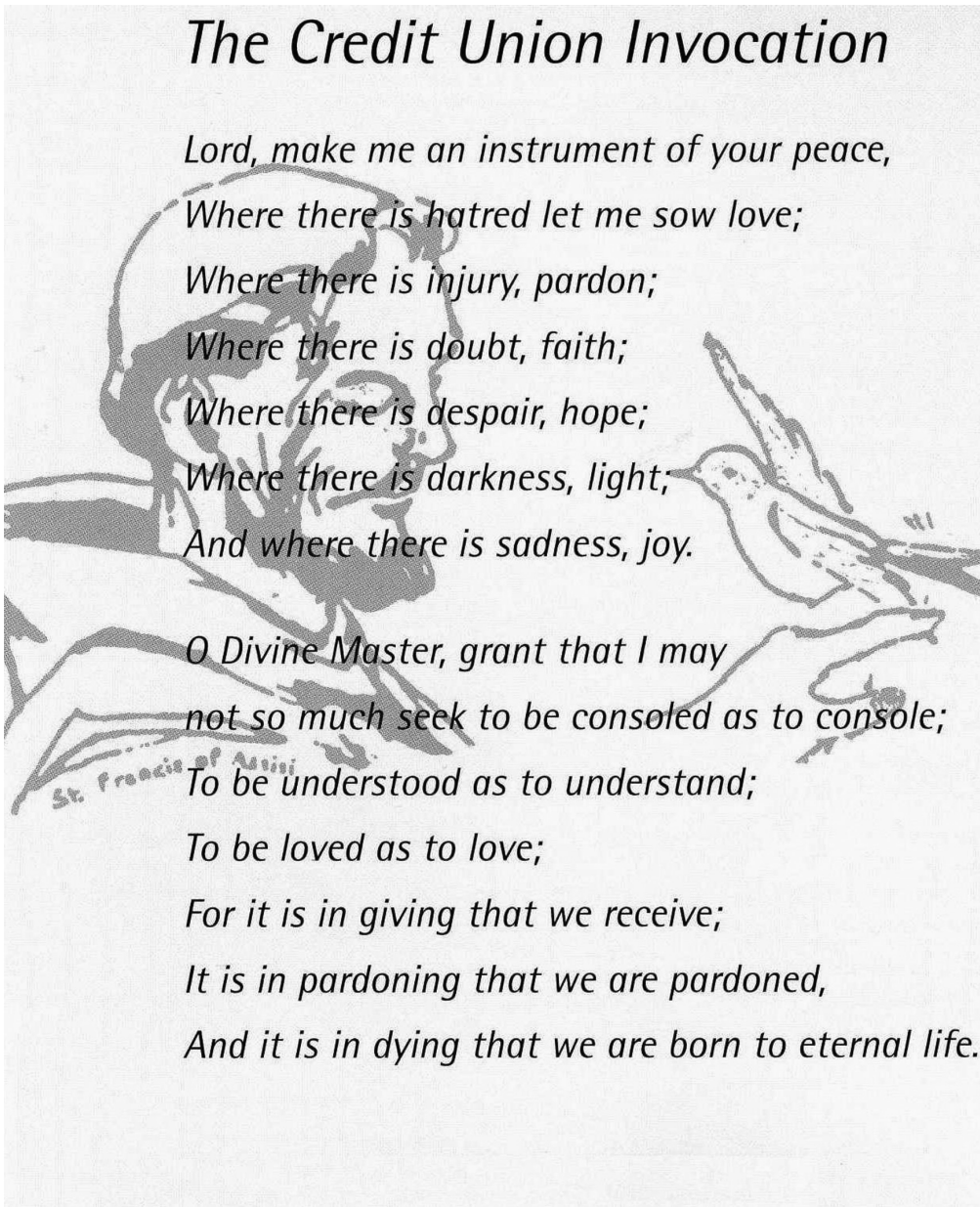
Membership No: _____

* delete which is not applicable

DATE: _____



The Credit Union Invocation



*Lord, make me an instrument of your peace,
Where there is hatred let me sow love;
Where there is injury, pardon;
Where there is doubt, faith;
Where there is despair, hope;
Where there is darkness, light;
And where there is sadness, joy.*

*O Divine Master, grant that I may
not so much seek to be consoled as to console;
To be understood as to understand;
To be loved as to love;
For it is in giving that we receive;
It is in pardoning that we are pardoned,
And it is in dying that we are born to eternal life.*