

1. Call to Order

- 1.1 The meeting was called to order at 5:32 p.m. by the Chairman and President Mr. Anthony Inniss.

2. Ascertainment of Quorum

President Anthony Inniss confirmed that a quorum was established.

3. Prayers

- 3.1 The President said a prayer and then led the meeting in the prayer of St. Francis of Assisi.

4. Welcome and President's Remarks

- 4.1 The President extended a warm welcome to members. He indicated that the presence of so many new and familiar faces was greatly appreciated and stated the intention to inform members of the performance of the Credit Union for the year ending March 31st, 2024, through the various reports.

5. Greetings from Other Organisations

- 5.1 The President invited any visitors present to bring greetings from their respective Credit Unions.

- 5.2 Mr. Keith Jones brought greetings from the BARTEL Credit Union, the Barbados Cooperative Credit Union League (BCCUL) and the Co-operators General Insurance and Company Limited. He congratulated Lifetime on a very successful year and expressed the wish that the Credit Union would continue to grow from strength to strength.

6. At this time Mr. Inniss invited Mr. Maurice Brathwaite, Business Development and Cybersecurity Manager of Prism Services Inc., to give a brief presentation.

- 6.1 Mr. Brathwaite informed the meeting that it was his intention to prepare the Credit Union and its members for the way forward in a digital age.

- 6.2 He noted that all Credit Unions needed to place greater emphasis on managing both operational and technical risks. This was especially so as the Credit Union movement transitioned towards greater reliance on digital strategies and services to effectively serve its membership.

- 6.3 In addition, he stated that the Financial Services Commission (FSC) had started to place greater emphasis on this area.

- 6.4 Mr. Brathwaite spoke to the following:

- 6.4.1 Documenting risks through a Risks Register, in a way that is auditable. This was a way for risks to be documented, prioritized, and reported to the Board of Directors.

6. Presentation by Mr. Maurice Brathwaite, Business Development and Cybersecurity Manager of Prism Services Cont'd

- 6.4.2 Data and physical security – to ensure that established industry frameworks were used to protect the Credit Union's assets.
- 6.4.3 This included a recommendation that business critical servers should be stored in a tier two data centre which offered layered security.
- 6.4.4 Data Classification, which included labelling data with sensitivity and criticality levels and according to its value, was also important.
- 6.4.5 Adoption of four levels of security: public, internal, confidential, and restricted.
- 6.4.6 Data Breach management was critical. This should be prepared for and not after an incident. Data breaches must be contained, addressed, and responded to urgently to include notification of people and organisations who were affected.
- 6.4.7 Business Continuity and Disaster Recovery management plan which expedited recovery and restoration.
- 6.4.8 Encryption of data at rest (in storage).
- 6.4.9 Yearly penetration test because it established the vulnerability of the Credit Union.
- 6.4.10 Twenty-four/seven monitoring of member networks to identify the occurrence of attacks and breaches.
- 6.4.11 Dedicated compliance and security personnel as well as multifactor authentication.
- 6.4.12 Workstation security, such as an antivirus solution for company laptops and cell phones.
- 6.4.13 Ensuring acceptable use of company assets such as laptops and cell phones.
- 6.4.14 Conducting due diligence and using strict contracts such as non-disclosure agreements (NDAs) when using third party service providers.
- 6.4.15 Members were also cautioned about their own use of the technology such as sharing passwords and the use of multifactor authentication and safe browsing practices.
- 6.4.16 The Chairman thanked Mr. Brathwaite for his timely presentation.

7. Minutes of the 33rd Annual General Meeting

- 7.1 At this time, the Chairman noted that the meeting would be governed by the standing orders. He introduced the members of the Board and invited Mr. Edmund Grimes to introduce the members of the Management Team.
- 7.2 The motion to take the minutes of the 33rd Annual General Meeting (AGM) as read was moved by Mrs. Mary Inniss, seconded by Ms. Sonia Yearwood, and carried.

Errors or Omissions/Corrections:

- 7.3 Page 13 – Item 16.3 – change 'Massey' to 'Massy'.
- 7.4 The motion to adopt the minutes, as amended, as a true reflection of the 33rd AGM was moved by Mr. David Williams, seconded by Mr. Edmund Grimes, and carried.

8. Matters Arising from the Minutes of the 33rd Annual General Meeting

- 8.1 Page 4 – Items 10.3 and 10.4 - *The liquidation of investments to facilitate loans* – Mr. Dalton Medford queried the use of investments to service loan growth, whether it had been budgeted and the impact on the balance sheet.
- 8.2 Mr. Inniss informed the meeting that while this was budgeted, the loan growth had exceeded the budgeted figure.
- 8.3 Mr. Grimes noted that this was not a significant impact because the Credit Union was quite liquid, and it was an objective to grow the loan portfolio.
- 8.4 Page 5 – Item 10.11 – *Delinquency Ratio* – Mr. Medford enquired whether progress had been made regarding the Supervisory Committee's ability to analyse the relevant information regarding the delinquency ratio. He noted that the Supervisory Committee had indicated that the relevant report was cumbersome.
- 8.5 Mr. Inniss stated that this was a work in progress and Mr. Medford responded that the same challenge was repeated in the current Supervisory Committee's report. He emphasized the need to deal with this matter with alacrity.
- 8.6 Page 5 – Item 10.20 – *Operations of the Credit Union* – Mr. Medford questioned whether an independent review of each branch had been conducted to determine their individual contribution to the overall profit of the Credit Union.
- 8.7 Mr. Inniss reported that an analysis was conducted to determine the functionality of the various branches, and it had been found that both Kensington and Sargeant's Village branches were contributing to the overall profitability of the Credit Union.
- 8.8 Page 7 – Item 10.41 – *Reasons for declining of loans* – Mr. Medford asked what kind of assistance or counselling, if any, was provided for persons who had their loans declined.
- 8.9 Mr. Inniss explained that officers of the Credit Union provided counselling regarding how applicants could re-arrange their finances so that they would be successful in the future. Members were also informed whether they could qualify for a smaller sum of money.
- 8.10 Page 11 – Item 14 – *Appointment of Auditors* – Mr. Medford noted that Lifetime had used the same auditor for several years. He recommended rotating the auditor in keeping with good governance and to facilitate a different opinion and review of the financial statements.

9. REPORTS OF:

A. Board of Directors

- 9.1 The Report of the Board of Directors for the year ended March 31st, 2024, was presented by President Mr. Anthony Inniss.
- 9.2 The financial year was another highly successful one for the Credit Union which continued to exhibit resilience and growth.

9. REPORTS OF:

A. Board of Directors Cont'd

- 9.3 Thanks were extended to the staff and management team for their efforts which resulted in the achievements of the Credit Union. In addition, the Committees were thanked for their inputs.
- 9.4 The Board and Management focused on the strategic management of the Credit Union as well as its branding, quality member service, loan growth and delinquency control.
- 9.5 Financial Performance - Total assets grew by \$2.4 million (3%) over the previous year. Members' savings grew by \$1.6 million or 2.4%, while net loans grew by \$3.7 million or 8%, resulting from which interest earned on loans increased by \$216,000 (7%) for the year.
- 9.6 Net comprehensive income increased by 6.4%, while reserves remained strong, growing by 16%. The loan portfolio quality had been maintained to a high standard with improved delinquency ratios.
- 9.7 To support the loan growth, some investments in term deposits were redeemed, which resulted in less earnings from this revenue source. Regulators mandated that the deposits held with the Massy (Barbados) Ltd. had to be redeemed, these had been held for over two decades and were among the Credit Union's higher yielding deposits. These factors resulted in less earnings from term deposits.
- 9.8 The Credit Union maintained the rates of interest on all savings types at the rates decided in 2019, consistent with the objective of successive Boards to pay decent rates of returns on members' savings. This was despite earning diminishing market yields. The Net Interest Income improved by \$194,000, aided by the growth of loan interest income.
- 9.9 The investment property continued to be a worthwhile investment, with net operating returns at approximately 8% of its original cost, slightly over the prior year. This represented a significant part of the Credit Union's profits. The property increased in market value over the year. Accounting standards require that annual changes in value be reflected in financial statements, and the increased value contributed to net capital gains for the year. Additionally, the equity investments appreciated in value, recovering from losses the previous year, and overall expenses were reduced, except for net loan recoveries (losses). The Net Comprehensive Income of \$800,975 was considered to be a pleasing result.
- 9.10 Loans and Collections – The Credit Union maintained responsible lending practices by seeking and facilitating viable loans while denying loans to applicants who presented high risk factors. It also worked with strategic partners to facilitate growth and so there was overall loan growth, despite slow growth during the first half of the year, for a fourth consecutive year. The Credit Union was confident in the quality of its loan portfolio which continued to have a higher mix of collateralized loans.
- 9.11 The growth of the loan portfolio was accompanied by associated risk of delinquency and loan losses. The Credit Union therefore put resources into the area of collections to confront the potential problem of delinquency. As a result, there was a reduction of the delinquency ratios and balances.

9. REPORTS OF:

A. Board of Directors Cont'd

- 9.12 Job losses and indiscipline were the major causes of delinquency, but the officers of the Credit Union continued to work with members to arrive at solutions. The Credit Union continued to use progressive recovery methods, ranging from loan restructuring through to bailiff collections, repossessions, and the law courts. While other institutions might be reporting higher delinquency ratios, Lifetime would not relinquish on diligent collection efforts.
- 9.13 Operational Achievements – The Credit Union completed a new Strategic Plan during the year under review and some of the outputs had already been initiated.
- 9.14 A new look logo had been launched as a result of a successful project with internal teams and consultants, Avvant Consultants and their Chief Executive Officer, Mr. Roger Hennis and his associates. The main change was the use of the infinity symbol which reflected the lifelong relationships with the Credit Union's loyal members. The new look was revealed simultaneously across the Credit Union's offices, website, and social media channels on January 23rd, 2024. Much favourable feedback was received.
- 9.15 In conformity with brand image, the accommodation and layout of the Main Office was improved, space for members' privacy was added to the Sargeant Village office and the branch offices were upgraded with the new brand image.
- 9.16 The benefits of the new core information technology system implemented in the previous financial year continued to be seen. Some technological improvements were already in effect and the Credit Union continued to revamp its processes and ways of working.
- 9.17 Members were increasingly utilizing the online services to conduct business, including applying for loans within their accounts and transferring payments directly to other members.
- 9.18 Mr. Inniss thanked members for their feedback on the improvements of the online access platform.
- 9.19 While the Credit Union was aiming for technological improvements, privacy and protection of members' data and cyber security were also high on the agenda. In this regard, relevant staff training had been intensified and the risk management framework enhanced to safeguard systems and data. A slide with cybersecurity activities was also presented.
- 9.20 The Credit Union remained committed to community engagement. During the year under review, there was continued sponsorship of the Mental Health Hotline of the Centre for Counsel Addiction and Support Alternatives (CASA), sponsorship of a men's health forum to educate about prostate cancer which attracted 84 participants, support of the Prince's Trust Programme, which assisted young people in building their confidence and skills to live, learn and earn. Sixty-eight participants (68) of this programme were provided with sessions about financial literacy and co-operative principles. In addition, the Credit Union was the title sponsor of The Climb, a motivational event for entrepreneurs which attracted over 100 participants.

9. REPORTS OF:

A. Board of Directors Cont'd

- 9.21 The Anthony G. Inniss and M. Ann Hewitt education grants, the Noel M. Nurse scholarship and the annual Eleven-Plus celebratory gift certificates were distributed.
- 9.22 The former St. Leonard's Credit Union was onboarded during the last quarter of the financial year, after it received its certificate of cancellation. The steps in the Transfer of Assets (Takeover) policy were followed. This project entailed much due diligence, which took longer than expected. Nevertheless, new members were now able to smoothly conduct business with Lifetime.
- 9.23 Business operations progressed smoothly except for utility disruptions which were beyond the control of the Credit Union. The Kensington Mall office was forced to close several times due to telecommunications outages on the compound. As the Credit Union relied on real-time data between the three branches, business could not be conducted without a connection to live data.
- 9.24 To compensate for disruptions, other offices of the Credit Union remained open for extended periods. In addition, the branch offices operated on Saturdays in December to support increased activity associated with Christmas and the opening of the Kensington Mall office on the last Saturday of the month was resumed as activity increased at that location.
- 9.25 Membership satisfaction continued to be a priority. A survey to understand members' views of the Credit Union was conducted and 73% of members who responded rated the member service between good to excellent.
- 9.26 New membership increased by 481 compared to an increase of 262 the previous year. This included 263 members of the former St. Leonard's Credit Union.
- 9.27 At year end, total membership stood at 6,912 and the Credit Union maintained its position of being the fourth largest local credit union based on member count.
- 9.28 The Board was disappointed that the Credit Union was unable to launch its card services as intended. With its current size and revenue level, it was not viable to implement card services on its own but with a willing provider. The survey had shown that a debit card was the preferred card.
- 9.29 If Lifetime worked with the only willing partner to provide the debit card, the cost would be prohibitive. In addition, the proposal stated that if Lifetime partnered for any card, it would not be able to obtain a different card from another partner.
- 9.30 The other willing partner would be providing the prepaid card and currently the Credit Union considered this the only viable choice.

9. REPORTS OF:

A. Board of Directors Cont'd

- 9.31 Corporate Governance – The Board remained committed to the highest standards of governance. The Board convened twenty-one (21) Board meetings, two (2) meetings of the Finance Committee, two (2) meetings of the Property Management Committee, one meeting of the Audit Committee and three (3) joint meetings of the Board and Committees. All but two (2) of the Board meetings were conducted online. A schedule of Board agendas was maintained to ensure that all pertinent business areas remained in focus.
- 9.32 Lifetime maintained active representation at the level of the Barbados Co-operative and Credit Union League Ltd., as well as with Co-operators General Insurance Co. Ltd. of which the Credit Union remained a shareholder.
- 9.33 The Board maintained zero tolerance for misconduct of any kind as well as a commitment to continuous learning, integrity, diligence, and transparency.
- 9.34 In this regard, the Board, Elected Officers, Management and Staff engaged at a minimum in annual training as required for Anti-money Laundering compliance while operational and varied business training of Management and Staff were supported and reported to the Board.
- 9.35 Elected officers continued to receive a stipend as resolved at the AGM of July 15th, 2019, based on the profitability of the Credit Union. This stipend was paid in respect of each quarter of the year.
- 9.36 Outlook for 2024-2025: The Credit Union continued to work on both organic growth from core business activities as well as inorganic growth by way of transfers of membership and assets to Lifetime from other credit unions if they are willing to join.
- 9.37 The Credit Union was cautiously optimistic about the future despite many foreseeable challenges that would increase operating costs.
- 9.38 The Credit Union would be attempting to enhance member experience, meet the needs of its diverse member base, digitally transform and streamline its operations and revamp processes and ways of working.
- 9.39 In this regard, Lifetime had taken a stance to heighten its risk management and invest in robust cybersecurity infrastructure to protect its members' data.
- 9.40 Additional costs would arise from the credit union movement's mandate to have an independent Risk Management Officer and implement measures such as penetration tests and compliance audits in identified areas of risk.
- 9.41 The deposit insurance was expected to be implemented and would be mandatory. This would be a new and significant expense but should be in the long-term interest of the Credit Union's stakeholders.
- 9.42 Lifetime was also working with the credit union movement to join an Automated Clearing House (ACH), which would enable members to receive and pay money without direct intervention by the Credit Union. This would not be viable if it were not a shared cost.
- 9.43 The Board was confident that Lifetime was well positioned to navigate challenges and capitalize on opportunities that might arise.

9. REPORTS OF:

A. Board of Directors Cont'd

- 9.44 It was anticipated that that it would be another progressive and profitable year for Lifetime and the Board and Management pledged consistent diligence in the governance of the Credit Union.
- 9.45 The President extended sincere appreciation to the Committees, Management, and employees for their service and to members for maintaining their patronage during a very challenging year.
- 9.46 Mr. Medford queried whether there were plans to put backup systems in place to mitigate unexpected closures of the Credit Union which were reported.
- 9.47 Mr. Grimes explained that the telecommunication system to the entire Kensington Mall was down and reported that Lifetime was working with Massy to ensure that a backup was in place so that the Credit Union could switch over to Digicel.
- 9.48 Mr. Denis Maynard queried the start date for the use of the pre-paid card and Mr. Inniss stated that negotiations were ongoing with the service provider, with more than 80% of the negotiations completed. He explained that Lifetime was negotiating a share of the spend.
- 9.49 The motion to accept the report as presented was moved by Mrs. Mary Inniss, seconded by Mrs. Anita Chandler-Marshall, and carried.

B. Credit Committee

- 9.50 The report was presented by Chairperson of the Committee, Ms. Sonia Nurse.
- 9.51 Summary of Meetings: The Credit Committee met for virtual weekly meetings of which forty-eight (48) were regular and six (6) were of the Extra-Ordinary Credit Committee.
- 9.52 The Committee participated in three (3) joint meetings of the Board of Directors, Supervisory Committee and Management.
- 9.53 Analysis of Loan Applications: Two hundred and sixteen (216) loan applications were presented for consideration. One hundred and thirty-two (132) were approved and eighty-four (84) were denied.
- 9.54 Reasons for declines included: high debt servicing ratios, insufficient disposable income, inadequate or only partial information submitted and no savings history with the Credit Union. Additionally, investigations by lending officers sometimes revealed a history of poor servicing of loans or hire purchase contracts with other institutions.
- 9.55 A table was presented providing a summary of the cumulative loans for April 2023 to March 2024 and giving a comparison with the previous fiscal year.
- 9.56 There was a significant decrease in the amount of loan funds approved by the Committee, compared to the prior year.

9. REPORTS OF:

B. Credit Committee Cont'd

- 9.57 The categories of Real Estate Purchase and Vehicle Purchase decreased significantly in dollar value. There were only four Vacation & Travel loans approved but the values increased in comparison to the prior year. Additionally, all other loans under the 'other' category decreased but the dollar values increased.
- 9.58 The Credit Committee thanked the members of staff, particularly the lending officers who worked after 4:30 p.m. to facilitate the weekly regular meetings and on occasions when Extra-Ordinary Committee meetings were necessary.
- 9.59 Thanks were extended to the Member Services Supervisors who assisted in evaluating the loans and having them uploaded to the portal.
- 9.60 The Committee also thanked the Board of Directors, members of the Supervisory Committee and the Management, as they sought to safeguard members' funds and assist borrowing members.
- 9.61 The motion to accept the report of the Credit Committee was moved by Mr. Noel Nurse, seconded by Mr. Nathan Williams, and carried.

C. Supervisory Committee

- 9.62 Mrs. Mary Inniss, Chairperson of the Supervisory Committee, presented the report.
- 9.63 Composition of the Committee: For the period April 2023 to March 31st, 2024, members of the Committee were Mrs. Mary Inniss, Ms. Jacqueline Best and Mr. Mark Harding.
- 9.64 The Committee held ten (10) meetings over the fiscal period as it carried out its mandate.
- 9.65 In addition, members of the Committee attended three (3) Joint Board and Committee meetings and five (5) Extra-ordinary Credit Committee meetings.
- 9.66 Operational Review: Audits were conducted by the Committee and an internal auditor conducted audits in the specific areas of, inter alia: Financial Statements, Bank Reconciliations, Board of Directors' Minutes, Delinquency Reports Management, Loan and Mortgage Securities, Compliance re Opening of Accounts, Investments and Sign off.
- 9.67 Risk Management and Compliance: Based on sample audits of Board of Directors' minutes, investment portfolio, and financial statements, it appeared that the Board of Directors were operating under transparency in their decision making.
- 9.68 The responsibility and accountability did not present any non-compliant issues and therefore the overall oversight and control mechanisms revealed the tenacity of the Board of Directors to manage the affairs of the Credit Union wisely.

9. REPORTS OF:

C. Supervisory Committee Cont'd

9.69 Delinquency Management/Delinquency The Committee considered Delinquency Management as extremely important to the profitability of the Credit Union. Their focus on this area for the Credit Union was challenged with numbers increasing due to Lifetime's takeover of the St. Leonard's Credit Union as well as other challenges in this area.

9.70 The Committee was still in pursuit of the formation of a Delinquency Committee as they considered it very much needed. It was believed that a significant reason for the delay was the unavailability of persons who were willing to serve.

9.71 Appreciation: The Supervisory Committee extended thanks to the Board of Directors, the Credit Committee, the Management and Staff of the Credit Union.

9.72 The motion to accept the report of the Supervisory Committee was moved by Mr. Noel Nurse, seconded by Ms. Sonia Nurse, and carried.

10. Audit Report and Financial Statements

10.1 Treasurer Mr. Ronnie Mascoll presented the Financial Review for the year April 1st, 2023 to March 31st, 2024.

10.2 He commended the Board, Management and staff for their efforts which saw the continued growth and financial stability of the Credit Union.

10.3 Financial Performance: Total assets grew by \$2.4 million, or 3% over the previous year. This was driven by members' savings, which increased by \$1.6 million and the Net Comprehensive Income of \$801,000. Net loan growth was \$3.7 million or 8% over the previous year's total loans.

10.4 Loan Interest income increased by \$216,000, which calculated to 7% over the prior year, as loans grew by \$3.7 million or 8%.

10.5 Ratios for Return on Average Assets and Return on Members' Savings totalled 1.9% and 2% respectively, both of which equalled the previous year's percentages.

10.6 The Credit Union continued to steadily divert funds from investments to loans since yields on loans were higher than those on investments. This was evidenced by loan growth and reduction of investments which were reduced by \$0.9 million for this purpose.

10.7 As a result, there were higher earnings from loans. There was also an increase in yield on Barbados Government Securities.

10.8 Interest rates on members' savings were maintained at rates agreed over five years ago. Therefore, the reduction of Interest Expense by \$8,000 was primarily a reflection of members' maturing term deposits renewed at the most current rates.

10. Audit Report and Financial Statements Cont'd

- 10.9 Net interest income increased by \$194,000 over the prior year, while Other income was boosted by Net Rental income of \$356,000 which compared favourably to the \$341,000 of the previous financial year.
- 10.10 The investment property increased in value by \$100,000 which also boosted Net Comprehensive Income for the year. A longer-term lease for the property had been secured and this had some effect on its most recent valuation. Investment in mutual funds and other shares recorded unrealized gains of approximately \$90,000 for the year, which compared favourably with losses of \$49,000 for the previous year.
- 10.11 The Credit Union incurred net Expected Credit Losses (ECLs) of \$104,000 for the year compared to a write-back which was net recoveries of previously written off loans of \$182,000 during the previous year.
- 10.12 There was also an increase in depreciation expense due to a full year of having the new information technology (IT) system, compared to half-year in the previous financial year.
- 10.13 These factors contributed to the increase of \$233,000 for operational expenditure. This was despite expense reductions in other areas.
- 10.14 The Net Comprehensive Income of \$801,000 was a commendable achievement for the year. It further advanced the Credit Union's institutional capital (Equity to Total Assets) ratios towards the benchmark of 10%.
- 10.15 If the value of Membership Qualifying Shares were excluded and then included, the ratios had improved from 5.5% and 6.0% in 2021 to 8.1% and 8.6% in 2024.
- 10.16 The takeover of the former St. Leonard's Credit Union had an overall positive effect on the financial statements, accounting for net loan growth of \$112,000 (0.25%) of loan growth over the previous year, other assets of mainly cash and investments totalling \$805,000 (1%) of the asset growth and members' savings growth of \$883,00 (1.3%) of members' savings growth over the last year, but a meaningful 55% of the total savings growth achieved for the year under review.
- 10.17 A slide was presented showing the distribution of assets for the 2023-2024 financial year.
- 10.18 Outlook for 2024-2025 – Loan loss control would remain in sharp focus as the Management continued its drive to grow the loan portfolio with quality loans.
- 10.19 The Credit Union remained confident that the revenue base of loans and investments, and strategic initiatives to support loan growth would maintain consistent profitability.
- 10.20 There were positive signs regarding the Barbados economy, but there were also wars and increases in world prices for fuel and freight which could cause much volatility in investment prices that were beyond the Credit Union's control. These could erode or reverse investment gains and lessen profits.

10. Audit Report and Financial Statements Cont'd

- 10.21 The Credit Union would continue its consultations and assessments of the investment portfolio to make the best possible decisions.
- 10.22 In addition, the Credit Union was likely to incur some significant new costs for risk management and compliance standards, as well as the deposit insurance. While these had the potential to reduce profits, it was expected that 2024 - 2025 would see a reasonable performance.
- 10.23 Audit Report – the auditor had given a clean report as per paragraph two of the report.
- 10.24 Balance Sheet – Total assets continued to grow from 2020 to 2024. Net income for the year had moved from losses of \$403,000 in 2020 to a profit of \$320,000 in 2021, \$679,000 in 2022, \$753,000 in 2023 and \$801,000 in 2024.
- 10.25 PEARLS Ratio Analysis – Protection ratio – the benchmark was 10% and while the Credit Union had not yet reached this ratio, there had been steady improvement over the previous year.
- 10.26 Under asset quality, he noted that the benchmark for the delinquency ratio was less than 5%. While this had not been achieved, there was a steady improvement towards this benchmark.
- 10.27 The Liquidity Ratio (Loans: Total Assets) had a benchmark of 70% - 80%. This ratio had moved from 68.2% in 2023 to 70.7% in 2024.
- 10.28 Auditor Mr. Marcel Murrell of M.E. Murrell and Company. presented the Auditor's Report for 2023 - 2024 and spoke to the fact that it was a clean report and stated the basis of the opinion.
- 10.29 He stated that his firm had audited the financial statements of Lifetime which comprised the statement of financial position as at March 31st, 2024, statements of changes in equity, comprehensive income and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory notes.
- 10.30 Mr. Murrell stated that “the accompanying financial statements present fairly, in all material respects, the financial position of the Credit Union as at March 31st, 2024, and its financial performance and its cash flows for the year then ended in accordance with International Financial Reporting Standards (IFRS)”.
- 10.31 He noted that the audit had been conducted in accordance with International Standards on Auditing (ISAs) and that his firm was independent of the Credit Union in accordance with the International Ethics Standards Board for Accountants' Code of Ethics for Professional Accountants (“IESBA Code”), and that they had fulfilled their ethical responsibilities in accordance with the IESBA Code.
- 10.32 Mr. Murrell concluded that his firm believed that the audit evidence they had obtained was sufficient and appropriate to provide a basis for their audit opinion.
- 10.33 Mr. Murrell expressed his thanks to the Credit Union for the opportunity to complete the audit.
- 10.34 The motion to accept the 2024 audited financial statements was moved by Mr. Dale Hunte, seconded by Ms. Stephny Ruck, and carried.

11. Appropriation of Surplus

- 11.1 The Chairman informed the meeting that the appropriation of surplus applied only to the \$50 qualifying shares held by each member.
- 11.2 There was no appropriation of surplus proposal on the \$50 qualifying shares at this time.
- 11.3 There would however be interest paid on the two other classes of shares which was calculated at the rate 0.25% for the year. This was the same interest paid on regular deposits.
- 11.4 This would amount to \$47,000 and was already included in the Interest Expense in the financial statements.
- 11.5 For several years it had been the custom to pay the same rate of interest on shares as it was paid on regular deposits.
- 11.6 During the years when the Credit Union did not perform well, dividends were paid from the Retained Earnings. However, the Credit Union was trying to rebuild the Retained Earnings as well as the Statutory Reserves which was supposed to be 10%.
- 11.7 Mr. Medford objected to the fact that interest was not being paid on the \$50 qualifying shares.
- 11.8 Mr. Inniss stated that the matter had been reviewed by the Board, and it was felt that members with deposits should be paid interest.
- 11.9 The motion to accept the Appropriation Surplus was moved by Mr. Noel Nurse, seconded by Ms. Sonia Yearwood. There was one 'no' and the motion was carried.

12. Fixing Maximum Liability

- 12.1 There was no need for the fixing of maximum liability.

13. Appointment of Auditors

- 13.1 President Inniss stated that M.E Murrell and Company, Chartered Accountants had confirmed their interest in being retained as the Auditor for the coming financial year.
- 13.2 A motion to accept the confirmation of appointment of M.E. Murrell and Company, Chartered Accountants as Auditors for the Credit Union for the 2024 - 2025 financial year was moved by Mr. David Williams, seconded by Ms. Caroline King, and carried.
- 13.3 Mr. Murrell thanked the Credit Union for the appointment.

14. Election of Officers

- 14.1 The President invited Ms. Sonia Yearwood to present the report of the Nominations Committee.

14 Election of Officers Cont'd

- 14.2 Ms. Yearwood reported that the Nominations Committee held one meeting to review nominations. Members of the Committee consisted Mr. Denis Maynard, past president of Board, Mrs. Gale Best, past Secretary of the Board and Ms. Yearwood, current Secretary of the Board of the Credit Union.
- 14.3 Board of Directors – There were three vacancies: Mr. Kyle Albert, Mr. Dale Hunte and Mr. David Williams had each reached the end of their three-year term. Mr. Albert and Mr. Williams had completed the maximum two consecutive terms and were therefore ineligible to seek re-election. Mr. Hunte had completed one term and was eligible for re-election.
- 14.4 Three (3) members had been nominated for the three (3) vacancies: Mr. Leevan Cox, Mrs. Nadia Greenidge and Mr. Dale Hunte. They were all found to be in good standing, and all satisfied the requirements to serve on the Board.
- 14.5 Credit Committee – There were three (3) vacancies to be filled on the Credit Committee: Ms. Deborah Grainger, Ms. Sonia Nurse and Mrs. Stephny Ruck had reached the end of their three-year term. Ms. Grainger had served the maximum two consecutive terms and was therefore ineligible for re-election. Ms. Nurse and Ms. Ruck were eligible for re-election, having only served one term.
- 14.6 Three nominations for the three (3) vacancies were received: Mrs. Diana Greenidge, Ms. Sonia Nurse, and Mrs. Stephny Ruck. They were all found to be in good standing.
- 14.7 Supervisory Committee – There was one (1) vacancy on the Supervisory Committee. Mr. Mark Harding was retiring from the Supervisory Committee after serving the maximum two consecutive terms; he was not eligible for re-election. There was only one (1) nomination for the Supervisory Committee, Ms. Kezia Nurse, who was found to be in good standing.
- 14.8 Mr. Denis Maynard indicated that the number of nominees for the Board and the Committees were equal to the respective vacancies. He therefore proceeded to introduced the new members of the Board and Committees with a brief biography and then welcomed them. In addition, he requested that elected members who had been re-elected to serve should introduce themselves to the members in attendance.
- 14.9 The President thanked the outgoing Directors, Mr. Kyle Albert, and Mr. David Williams for their excellent service to the Credit Union. He also welcomed Mr. Leevan Cox and Mrs. Nadia Greenidge to the Board and Ms. Kezia Nurse to the Supervisory Committee.
- 14.10 Mr. Inniss then spoke to the guidelines from the FSC regarding Independent Directors. He explained that all Credit Union Boards were required to have at least 1/3 independent directors. These directors were persons who had not served on the Boards or Committees for a period of five years prior.
- 14.11 In this regard, the two newly elected directors to the Board had not served on any prior committees. In addition, Ms. Sonia Yearwood and Mr. Dale Hunte had been on the Board for less than five years. As a result, the Board would consist of four (4) independent directors and would be in compliance with the requirement of the FSC.

15. Resolutions

Mr. Inniss noted that the Resolutions had not been circulated and therefore the resolution would have to be read and discussed. The first Resolution which was an amendment of By-Law No. 70 needed a vote of three-fourths majority to make it legal.

A. **Resolution to Amend By-Law 70 to Increase the number of members of the Supervisory Committee**

- 15.1 It was proposed to amend By-Law 70 to read 'The Supervisory Committee shall be elected at the Annual General Meeting and shall consist of five (5) members, none of whom shall be a member of the Board of Directors, the Credit Committee, or an Officer of the Society'.
- 15.2 Mr. Inniss explained that the recommended increase was the result of the continued growth of the Credit Union and the commensurate increase in the work of the Supervisory Committee.
- 15.3 In addition, if the Resolution were passed it would have to be submitted to the FSC for their approval. The Credit Union would then have to elect two additional members for the Supervisory Committee.
- 15.4 Mr. Grimes opined that once the By-Law was passed, the Supervisory Committee might be able to select the additional members. He committed to confirming this.
- 15.5 The motion to amend By-Law 70 as outlined at 15.1 was moved by Mr. Stewart Walrond and seconded by Mr. Wayne Springer. Forty-eight (48) of the fifty-three (53) members present voted in favour of the motion and it was carried.

B. **Resolution to Amend Payment of Elected Officers passed in 2019**

- 15.6 Considering the increasing responsibilities of Directors and Committees as evidenced by the number of meetings and increasing standards of performance, the proposed monthly remuneration may be paid to elected Officers of the Credit Union as follows:

		Current	Proposed
15.6.1	Chairman, Board of Directors	\$200	\$250
15.6.2	All other Directors	\$200	\$220
15.6.3	Credit and Supervisory Committees	\$110	\$130

- 15.7 In addition, it was proposed to omit the following proviso "The payment of stipends to elected officers shall be suspended during any months in which the Credit Union will not maintain a net cumulative surplus after payment of such stipends. Payment of outstanding stipends shall resume only if the Credit Union earns a net cumulative surplus after paying stipends" should be withdrawn and Director should be paid monthly because of the work they continued to perform."

Resolution to Amend Payment of Elected Officers passed in 2019 Cont'd

15.8 The Resolution was approved unopposed by the majority of members in attendance and carried.

16. Any Other Business

16.1 Mr. Medford spoke to the previous Annual Report which had promised an increase in salary for staff. He noted that the staff cost had declined and enquired if the salary increase had been applied and how an increase in salary would be effected.

16.2 Mr. Inniss informed that there had been a salary increase, however, a change in the staff structure and removal of some positions had resulted in lower staff costs overall. In addition, the Board had recently approved a bonus for staff.

16.3 Mr. Denis Maynard spoke to the 36% increase in Marketing expenses and enquired about the reason for the increase.

16.4 Mr. Inniss explained that the new logo and brand refresh of the Credit Union was responsible for the increase in the marketing spend.

16.5 Presentations of Tokens – The HR & Administrative Manager, Mrs. Pamela Cave-Small, directed the presentation as follows.

16.6 Mrs. Dionne Bacchus, Accountant, presented a token of appreciation to Mr. David Williams.

16.7 Mrs. Gale Williams, Business Development Manager, presented a token of appreciation to Mr. Kyle Albert.

16.8 Mr. Dwayne Trotman, Member Services Supervisor, presented a token of appreciation to Mr. Dale Hunte.

16.9 Mr. Edmund Grimes, General Manager, presented a token of appreciation to Mr. Mark Harding.

16.10 Ms. Nicole Webster, Member Services Supervisor, presented a token of appreciation to Ms. Sonia Nurse.

16.11 Mr. Rommel Gilkes, Member Services Representative - Collections, presented a token of appreciation to Ms. Deborah Grainger.

16.12 Ms. Shon-Lyn Callender, Member Services Supervisor, presented a token of appreciation to Ms. Stephny Ruck.

16.13 Mr. Edmund Grimes welcomed the newly elected officers and extended thanks to persons who would no longer be serving.

16. Any Other Business Cont'd

16.14 In addition, he extended heartfelt thanks to all staff members for their tremendous work which resulted in the results achieved by the Credit Union and thanks to members of the Credit Union for their patronage.

16.15 Mr. Inniss thanked Mr. Grimes for his leadership and motivation of the staff of the Credit Union.

16.16 He also thank Mr. Maurice Brathwaite for the presentation, Bethel Church for the use of the facilities, the Auditor, visitors who attended and all members of the Credit Union who attended.

16.17 First Meeting of New Board and Committees: The President invited Board Members to attend the first meeting of the recently elected Board immediately after the adjournment of the AGM and indicated that the Credit and Supervisory Committees should do the same.

Adjournment

There being no further business, the meeting was adjourned at 7:55 p.m.

Secretary:  _____

Proposed by: _____

Seconded by: _____

Date: _____

APPENDIX A

ANNUAL GENERAL MEETING

06 June 2024

Record of Attendance

MEMBERS

ALBERT, KYLE	HUNTE, DALE	RAMSEY, ANGELA
ALLEYNE, SHURKIM	HUSBANDS, LAURA	RIVIERE, RAHEEM
BACCHUS, DIONNE	INNISS, ANTHONY	ROACH, ANN
BOWEN, MONIQUE	INNISS, MARY	RUCK, STEPHNY
CALLENDER, SHON-LYN	JORDAN, LISLE	SISNETT, DEREK
CAVE-SMALL, PAMELA	KING, CAROLINE	SPRINGER, WAYNE
CHANDLER-MARSHALL, ANITA	KING, MACHEL	THORNE, CHERISH
COX, LEEVAN	LEWIS, JABARI	TROTMAN, DWAYNE
GILKES, ROMMEL	LOKEY, JALISA	WALROND, CHERYL
GRAINGER, DEBORAH	MASCOLL, ESTER	WALROND, STEWART
GREENIDGE, DIANA	MASCOLL, RONNIE	WEBSTER, NICOLE
GREENIDGE, NADIA	MAYNARD, DENIS	WILLIAMS, DAVID R.
GRIMES, DENISE	MEDFORD, DALTON	WILLIAMS, GALE
GRIMES, EDMUND	NURSE, KEZIA	WILLIAMS, GURCEYNE
GRIMES, KOREDE	NURSE, NOEL	WILLIAMS, NATHAN
HARDING, MARK	NURSE, SONIA	WORRELL, MELVIN
HAREWOOD, GENEVE	ODLE, MARVA	YEARWOOD, SONIA
HENNIS, ROGER	ODLE, WAYNE	

52 ATTENDEES

ANNUAL GENERAL MEETING

06 June 2024

Record of Attendance

VISITORS

NAME	ORGANIZATION
KEITH JONES	CREDIT UNION LEAGUE / CO-OP GENERAL INSURANCE
MAURICE BRATHWAITE	GUEST SPEAKER - PRISM FINANCIAL PROCESSING SERVICES LTD
SHIRLEEN INNISS	RECORDING SECRETARY
PATRICK MCDONALD	CAVE HILL CREDIT UNION
PEDRO FORDE	INTERNAL AUDITOR, M E MURRELL & CO.
MARCEL MURRELL	AUDITOR, M E MURRELL & CO.

6 VISITORS