



Community Care Credit Union
Co-operative Society Limited

2 0 1 7 A N N U A L R E P O R T

EMBRACING CARE AND CHANGE



CONTENTS

06	Minutes of the 56th Annual General Meeting
14	Board Report
22	Nominations Committee Report
23	Credit Committee Report
28	Supervisory Committee Report
33	Auditor's Report and Financial Statements
54	Budget
55	Resolutions
56	Proposed By Law Amendments

CORPORATE INFORMATION

BOARD OF DIRECTORS

MR. WILFRED INNISS	President
MS SIMONE CALLENDER	Vice President
MR. PETER PHILLIP	Secretary
MS. NATALIE ROCKE	Assistant Secretary
MR. ADONIS BERNARD	Director
MR. ELVIN FRANCIS	Director
MR. ANO OLUFEMI	Director
MR. DAVID ROCKE	Director
MR. RUTHVEN WALKER	Director

COMMITTEE CHAIRMEN

MR. DWAYNE MAYERS	Supervisory
MR. DAVID REYES	Credit
MS. SIMONE CALLENDER	Education

MANAGEMENT

MS. ANGELA CARRINGTON	Chief Executive Officer
------------------------------	-------------------------

ATTORNEYS AT LAW

BOYNES & COMPANY	34 Sackville Street, Port of Spain
-----------------------------	------------------------------------

AUDITORS

BOB GOPEE & ASSOCIATES	53 Picton Street, Newtown, Port of Spain
-----------------------------------	--

BANKERS

RBC BANK LIMITED
Eastern Main Road
San Juan

AFFILIATION

CUNA Caribbean Insurance Society Limited
Central Finance Facility
Association of Credit Union Presidents of
Trinidad and Tobago (AC CUPTT)

REGISTERED OFFICE

CORNER SOUTHERN MAIN ROAD &
BUSHE STREET, CUREPE
Tel: 662-9270 Fax: 662- 8977
Email: admin@communitycarecu.org

NOTICE

Notice is hereby given that the 57th Annual General Meeting of Community Care Credit Union Co-operative Society Limited (formerly Lever Brothers WI Credit Union Co-operative Society Limited) will take place on **Saturday 24th March, 2018 at the Auditorium, Premier Quality Services Limited at 1.00 p.m.**

Members are hereby advised that amendments to the Bye Laws will be proposed at this Annual General Meeting.

Registration begins at 12.00 noon.

Dated at Curepe this 22nd February, 2018



PETER PHILLIP

Secretary

AGENDA

1. National Anthem/Invocation
1. Opening
- Credential Committee Report
- Notice of Meeting
- Welcome
- President's Address
2. Minutes of the 56th Annual General Meeting held on Saturday 25th March, 2017
3. Election of Officers
4. Reports
 - Board of Directors
 - Credit Committee
 - Supervisory Committee
 - Education Committee
 - Auditors
 - Financial Statements
5. Budget Proposals
6. Amendments to the Bye Laws of the Society
7. Resolutions
8. General Business

FIT AND PROPER GUIDELINES

A member offering himself/herself for office in the Community Care Credit Union:

- Must not be bankrupt or an applicant for bankruptcy;
- Must be of sound mind;
- To avoid later embarrassment, a member who is delinquent in repaying his/her loan shall avoid offering himself/herself for election to office.

Additionally, if elected to office a member must be prepared to give generously of his/her time to:

- Attend Board or Committee meetings;
- Attend other meetings and events of the Credit Union Movement;
- Attend seminars and training programmes.

Regular Board of Directors meetings are held on the Second Tuesday of each month from 5.00 p.m.

Executive Board meetings are held at least once per month.

The Credit Committee will determine its meeting day and time.

The Supervisory Committee will determine its meeting day and method of operations.

ELECTION PROCEDURES

1. Ballot papers for elections for the Board of Directors, Credit Committee and Supervisory Committee will be given to members at the time of election.
2. One of the items of business on the Agenda will be the nomination of persons to contest elections to the Board and Committees.
3. Persons nominated will assemble before the audience and give a brief resume of themselves.
4. A list of nominees will be available before the commencement of the meeting.
5. The persons in charge of elections will declare when ballots should be cast.
6. On completion of the nomination process, members will cast their ballots.
7. The appointed persons will count the ballots while the meeting is in progress.

The results will be announced immediately on completion of the count.

Members may accept nominations for the Board, Credit and Supervisory Committees. However, those elected to the Supervisory and Credit Committees will not be eligible for election to the Board.

STANDING ORDERS

- 1a. A member shall stand and state his name when addressing the Chair.
- 1b. Speeches shall be clear and relevant to the subject before the meeting.
2. A member shall address the meeting when called upon by the Chairman to do so, after which, he shall immediately take his seat.
3. No member shall address the meeting except through the Chairman.
4. A member shall not speak twice on the same subject except:
 - The mover of the motion – who has a right to reply
 - He rises to object or to explain any matter (with the permission of the Chair).
5. No speeches shall be made after the “question” has been put and carried or negatived.
6. The mover of a ‘procedural motion’ – (adjournment, lay on the table, motion to postpone) shall have no right to reply.
7. A member rising on a point of order shall state his point concisely. (A point of order must have relevance to the Standing Orders).
8. A member shall not call another member to order but may draw the attention of the Chair to a “Breach of order”. On no account can a member call the Chair ‘to order’.
9. Only one amendment shall be before the meeting at one and the same time.
10. When a motion is withdrawn, any amendment to it fails.
11. The Chair shall have the right to a casting vote.
12. If there is an equality of voting on an amendment, and if the Chairman does not exercise his casting vote, the amendment is lost.
13. Provision shall be made for protection by the Chairman from vilification (personal abuse).
14. No member shall impute improper motives against another.

MINUTES OF THE 56TH ANNUAL GENERAL MEETING

of Community Care Credit Union Co-operative Society Limited held on Saturday, March 25, 2017 at the Ballroom, The Cascadia Hotel and Conference Centre, Ariapita Road, St. Ann's

1.0 CREDENTIAL REPORT

1.1 A Credential Report at 1.02 p.m. given by the President, Mr. Tony Inniss, revealed that there were seven (7) Directors, fifty (50) members, and two (2) guests.

2.0 CALL TO ORDER

2.1 Community Care President and the evening's Chairman, Mr. Tony Inniss called the Meeting to order at 1:10 p.m. He informed members of the safety proceedings for the evening's meeting and requested members to turn off cell phones.

2.2 Mrs. Lystra Dottin-Bernard, Vice President, said an opening prayer. She then led the Meeting in the singing of the National Anthem, the Credit Union Prayer and the Credit Union Song "Bind Us Together" One minute of silence was observed for departed members.

3.0 NOTICE OF MEETING

3.1 The Notice of Meeting and Agenda were read by Mr. Peter Phillip, Secretary.

4.0 ADOPTION OF STANDING ORDERS

4.1 The Standing Orders was read by the Secretary, Mr. Peter Phillip. It was adopted on a motion moved by Mr. Ray Auguste and seconded by Ms. Karen Grant.

5.0 ACKNOWLEDGEMENT OF GUESTS

5.1 The Chairman acknowledged the following guests:

- Mr. Terrance Jules, Co-operative Division
- Ms. Resia Williams, Co-operative Division
- Mr. David Cameron, NHA Employees Credit Union
- Mr. Stephen Connell, NHA Employees Credit Union
- Ms. Shirley Medford, PSCU Credit Union
- Ms. Brenda Fraser, UWI Credit Union

- Ms. Elizabeth Pamponette, WITCO Credit Union
- Ms. Shelly-Ann Hannibal, Co-operative Division
- Ms. Shelley Naipaul, Bob Gopee & Associates
- Ms. Indra Matura, Works Credit Union
- Mr. Wayne Louis, Port Employees Credit Union
- Mr. Wayne Cordner, CUNA Representative
- Mr. Roger John, UWI Credit Union

6.0 ACKNOWLEDGEMENT OF RETIREES

6.1 The President expressed joy at welcoming the Unilever retirees.

7.0 ACKNOWLEDGEMENT OF FYZABAD BRANCH MEMBERS

7.1 The President specifically acknowledged the members of the Fyzabad Branch for making the journey from down south.

8.0 PRESIDENT'S ADDRESS

8.1 The President, Mr. Tony Inniss, in welcoming members to the 56th Annual General Meeting of Community Care Credit Union, noted that the organization had been in existence for sixty-five years, from 1952—2017, and believed that it would be in existence for another 65 years.

8.2 The theme for this year's AGM 'Recalibrate', he stated, followed the themes from the previous years: 'Commitment, Shaping the Future and Leadership from Behind' adding that the growth of the Credit Union from its rudimentary beginnings in a small space with one desk, a typewriter and one officer to where it is now with an Asset base of over One Hundred Million dollars was in itself an achievement for a Credit Union that started as an in-house credit union with employees of only Unilever Caribbean.

8.3 The President took the opportunity to outline some of the activities engaged in by the organization during 2016 such as officer training, updating of software programme, employee training focusing in the main on customer service. He regretted, however, that the Board was not satisfied that it had achieved its goal of follow-up with members and is working on improving this area of service to the level that both the Board and members would be satisfied with.

8.4 He mentioned briefly the proposed acquisition/merger with another credit union which he stated would be dealt with in detail later in the proceedings.

8.5 *In recognition of the celebration of the 65th anniversary of the Credit Union, a Video was shown of Unilever-based members who had or were attaining this milestone reminiscing about their experiences with the Credit Union.*

9.0 EARLY BIRD PRIZES

9.1 The draw for Early Bird prizes was conducted by Ms. Giselle Lee Len and prizes were presented to two (2) members.

10.0 ANNUAL REPORT

10.1 Members acknowledged the following corrections to the Annual Report:

- Page 1: '65th' should read '56th'
- Page 26: Under 'Miscellaneous' – Delete 'General'
- Page 27: Under Revenue – 'Home' which reads '20.85' should read '20.64',
- 'Vehicle loan' which reads '20.64' should read '20.36',
- 'Miscellaneous' which reads '20.36' should read '20.85'

10.2 Acceptance

10.2.1 The Annual Report was taken as read and accepted on a motion moved by Ms. Patricia Pierre-Joseph and seconded by Mr. Kirt Saline.

10.3 CREDENTIAL REPORT

10.3.1 A Credential Report at 1.25 p.m. given by the President, Mr. Inniss, revealed that there were nine (9) Directors, eighty-nine (89) members, and eight (8) guests.

11.0 CONFIRMATION OF MINUTES OF 55th ANNUAL GENERAL MEETING

11.1 The Minutes of the 55th Annual General Meeting were confirmed on a motion moved by Ms. Karen Grant and seconded by Ms. Mary Maingot.

11.2 Matters Arising

11.2.1 The President took members through the Minutes as stated at pages 9-14 of the Annual Report.

11.2.2 Mr. Dopson Pitt enquired about the \$1.5 million in delinquent loans. The General Manager, Ms. Carrington assured that members have been paying and those who have become more delinquent have been referred to a collection agency.

11.3 Acceptance of Minutes

11.3.1 The Minutes of the 55th Annual General Meeting were accepted on a motion moved by Mr. Ray Auguste and seconded by Ms. Elsa Mc Millan.

12.0 CREDENTIAL REPORT

12.1 A Credential Report at 1.46 p.m. given by the President, revealed that there were nine (9) Directors, one hundred and eleven (111) members and nine (9) guests.

13.0 NEW MATTERS

13.1 The President invited members to express their concerns or queries.

13.2 Ms. Monica De Leon expressed her displeasure at not being in possession of the Annual Report, stating that she felt she was not in the meeting and could have easily stayed at home. The President empathized with the member admitting that it was a terrible faux pas that some Annual Reports had been left at the Credit Union office and again apologized to the membership.

13.3 Mr. Pitt enquired whether the Board had anyone in mind to take over the duties of the current General Manager on her retirement. The President informed members that at the last strategic planning session of the Board the matter had been raised and assured that steps have been taken to get an understudy

to the General Manager in the shortest possible time.

13.4 Mr. Anthony James complained about his non-receipt of an Annual Report over the past three years and believed that if in fact the Annual Reports had been left at the office someone could have retrieved them. He also asked about the membership of the organization. The President replied that there were close to four thousand members.

13.5 Ms. Elizabeth Blache sought to get a clear understanding of what was a Character Loan. The General Manager, Ms. Carrington explained that a Character Loan was really a Personal Loan.

13.6 Mr. Mark Lewis, retired employee of Unilever sought redress on the rejection of his 65th anniversary loan application on the basis that CUNA had paid off his loan when he retired from the company, which he stated was not the case, and was now being told that he cannot access loans unless he has collateral to cover same. The General Manager explained that normally when members retire medically unfit claims were made to CUNA for their loans to be paid off, which it has since been realized was not done in the member's case. As such the member would be contacted to bring in the documents received on his retirement from Unilever. She added however, that that may not have been the only reason the loan was not granted.

13.7 Mr. Eric Albert informed the meeting of the formalizing of a retirees' association to deal with issues affecting them with respect to the Credit Union and Unilever. One such issue was the lack of privacy at the Teller booths. He further sought guidance on the possibility of a member of the Board being available to attend meetings of the retirees group to address their concerns. A waiver of fees for accessing various services and debt forgiveness after death for retirees were also raised. Improvement in the delivery of services and tightening of security at the entrance of the Credit

Union building on the Southern Main Road were also highlighted. The member also expressed his willingness to serve at the Board level as he was now retired.

13.8 The President acknowledged the member's concerns but submitted that all these matters would have to be presented to the new Board.

13.9 Mr. Glen Charles queried from what day of the month were members charged a late fee when making payments over the counter. The General Manager informed that a late payment fee kicks in after twenty days, adding that if the member was being charged late fees it meant that he had missed more than one month's payment. The General Manager agreed to look at the member's account to ascertain the situation.

14.0 ELECTION OF OFFICERS

14.1 The Secretary, Mr. Peter Phillip announced that the term of all officers of the Credit and Supervisory Committees had ended as well as that of three (3) Board members, namely Mr. Tony Inniss, Mr. David Rocke and Mrs. Lystra Dottin-Bernard. Mr. Inniss and Mr. Rocke had offered themselves for nomination but Mrs. Dottin-Bernard had decided that she was not offering herself for nomination at this election. So, nominations were required for all five positions for the Credit Committee plus two alternates, three positions for the Supervisory Committee plus two alternates and three positions for the Board plus two alternates.

14.2 The President outlined the new voting process where members would be required to shade in their choices by numbers and would be voting for all candidates on the same sheet. He then invited Returning Officer, Mrs. Brenda Fraser to conduct the elections.

14.3 Mrs. Fraser further outlined the new voting process and then invited nominations for the Supervisory and Credit Committees and the Board of Directors.

14.4 The results of the elections were as follows:

CREDIT COMMITTEE

Nominees	No. of Votes
David Reyes	144
Jennifer Phillip	132
Francisca Campbell	129
Queson Phillips	125
Laverne Richardson	97
Joseph Self	64 (1st Alternate)
Shenelle Luces	39 (2nd Alternate)

SUPERVISORY COMMITTEE

Nominees	No. of Votes
Darlene Williams-Abraham	131
Dwayne Mayers	94
Ava Austin-Collins	79
Patricia Pierre-Joseph	72 (1st Alternate)
Lois Quash-Folkes	60 (2nd Alternate)

BOARD OF DIRECTORS

Nominees	No. of Votes
David Roche	138
Tony Inniss	115
Simone Callender	87
Eric Albert	77 (1st Alternate)
Anslam Alexander	12 (2nd Alternate)

14.5 Motion To Destroy Ballots

14.5.1 A motion for destruction of the ballots was moved by Mr. Peter Phillip and seconded by Mr. Elvin Francis.

15.0 CREDENTIAL REPORT

15.1 A Credential Report at 3.50 p.m. given by the President, revealed that there were nine (9) Directors, one hundred and thirty-six (136) members and twelve (12) guests.

16.0 REPORTS

16.1 Board of Directors Report
The Board of Directors' Report was presented to the membership by Mr. Tony Inniss at pages 16 – 23 of the Annual Report.

In presenting the report the President emphasized the need for the organization to review and recalibrate its strategies to continue to be a relevant, trusted resource for its members.

16.2 Mr. Inniss assured that the Board was optimistic that 2017 would be a better year as the strategies developed in the past year were still relevant. Additionally, there would be many mergers and acquisitions taking place in the future and CCCU had decided to pursue this avenue as part of its strategy to strengthen and ensure continuity of the organization. He also mentioned two new products developed by the Central Finance Facility, namely a Mortgage facility and SME funding which members could access through the Credit Union.

16.3 As outgoing President, Mr. Inniss thanked the Board, the Credit Committee, the Supervisory Committee and all other members who served at various sub-committees for the tremendous work done in the past year.

16.4 Acceptance

16.4.1 The Board of Directors' Report was accepted on a motion moved by Mr. Ray Auguste and seconded by Mr. Aldwyn Romeo.

16.5 Credit Committee Report

16.5.1 The Credit Committee Report was presented by Mr. David Reyes at pages 24 to 28 of the Annual Report. He pointed out the increase in Miscellaneous Loans which he attributed to the 65th Anniversary loan promotion.

16.6 Acceptance

16.6.1 The Credit Committee Report was accepted on a motion moved by Mrs. Patricia Pierre-Joseph and seconded by Mr. Ray Auguste.

16.7 Supervisory Committee Report

16.7.1 The Supervisory Committee Report was presented by Ms. Simone Callender at pages 30 to 33 of the Annual Report.

16.8 Acceptance

16.8.1 The Supervisory Committee Report was

accepted on a motion moved by Mr. Aldwyn Romeo and seconded by Mr. Ray Auguste.

17.0 AUDITOR'S REPORT

17.1 Ms. Shelley Naipaul read the Auditor's Report on behalf of Bob Gopee and Associates.

17.2 Acceptance

17.2.1 The Auditor's Report was accepted on a motion moved by Ms. Karen Grant and seconded by Ms. Michelle Howell.

17.3 Financials

17.3.1 Ms. Angela Carrington, General Manager presented the Financial Statements as at 31st December, 2016 at pages 38 to 55 of the Annual Report. Some highlights were:

- Increase in Income from \$10.5m to \$10.8 m
- Decrease in Expenditure from \$7.2m to \$7.0m
- Net surplus of \$3.7m compared to \$3.2m in the previous year.

17.3.2 The General Manager reminded members that, in keeping with the Bye Laws, they were not allowed to withdraw Shares when indebted to the Society and urged that they establish deposit accounts to facilitate withdrawals, informing members that Credit Unions were assessed on their growth in their Assets, Loans and Shares. She added that the Interest on Personal Loans was realizing the most profit for the organization and stressed the need for members to continue to take good loans and pay back those loans.

18.0 BUDGET FOR 2017

18.1 Increase in allocation for Salaries/Bonuses/Allowances for new employees due to pending merger with other Credit Union.

18.2 Loan servicing – expect to borrow \$3 m to improve property in Port of Spain to bring in line with offices in Curepe and Fyzabad

18.3 In response to a query on the increase under Meetings' and Conferences, the General

Manager explained that \$294,000 was the same figure budgeted for 2016 which was not utilized but with the expected increase in staff this would be needed for training.

18.4 Acceptance of Financials\Budget

18.4.1 The Financial Statements and Budget were accepted on a motion moved by Ms. Kathleen Sealy and seconded by Mr. Ray Auguste.

19.0 RESOLUTIONS

19.1 Dividends

19.1.1 *Be It Resolved that* a dividend of 5.0% be declared for the year 2016.

Be it further resolved that the dividend be credited to members' accounts by April 01, 2017, and

Be it further resolved that the dividend payment be made to either of the following:

- Shares Account
- Retirement Account
- Loan Account

And be it further resolved that any account which is in arrears, the said sum be credited to outstanding loan and interest.

19.1.2 Acceptance

The resolution was accepted on a motion moved by Ms. Kathleen Sealy and seconded by Ms. Marcia Charles.

19.2 Appointment of Auditors

19.2.1 *Be It Resolved that* the firm BOB GOPEE AND ASSOCIATES be appointed as the External Auditor for the year 2017.

19.2.2 Acceptance

The resolution was accepted on a motion moved by Mr. Adonis Bernard and seconded by Mr. Qeson Phillips.

19.3 Officers' Stipend

19.3.1 *Be It Resolved that* for the period January 2017 to December 2017 a sum of Two Hundred Thousand Dollars (\$200,000.00) be allocated for payment as a stipend for all officers. The Board of Directors shall determine the amount per office.

19.3.2 Acceptance

The resolution was accepted on a motion moved by Mr. Ray Auguste and seconded by Mr. Elvin Francis.

19.4 Maximum Liability

19.4.1 *Be It Resolved* that whereas provisions are made in the Co-operative Societies Act and the Society's Bye Laws for Maximum Liability *Be It Resolved* that the Annual General Meeting authorize the sum of \$40,000,000.00 as the Maximum Liability and that a request be made to the Commissioner for Co-operatives to give final approval.

19.5 Acceptance

19.5.1 The resolution was accepted on a motion moved by Mr. Aldwyn Romeo and seconded by Mr. Elvin Francis.

20.0 CREDENTIAL REPORT

20.1 A Credential Report at 4.53 p.m. presented by Mr. David Roche revealed that there were nine (9) Directors, one hundred and seventy-three (173) members and fourteen (14) guests.

21.0 SPECIAL RESOLUTION

21.1 Special Resolution read as followed by Mr. David Roche, Chairperson of the Acquisitions Committee:
Be It Resolved that the Annual General Meeting of COMMUNITY CARE CREDIT UNION CO-OPERATIVE SOCIETY LIMITED whose registered address is Corner Bushe Street and Southern Main Road, Curepe, held on March 25, 2017 at the Ballroom, The Cascadia Hotel and Conference Centre do hereby authorize the Board of Directors to execute an agreement of merger with NATIONAL HOUSING AUTHORITY EMPLOYEES CREDIT UNION CO-OPERATIVE SOCIETY LIMITED whose registered address is No. 18 Borde Street, Port of Spain, and which Agreement shall be subject to the approval of the Commissioner of Co-operatives in accordance with the Co-operative Societies Act of Trinidad and Tobago.
Seconded by Mr. Elvin Francis

21.2 Mr. Roche explained that on the invitation of the Commissioner for Co-operatives the organization commenced discussions with the National Housing Authority Employees Credit Union Co-operative Society Limited with a view to forming a merger. After several meetings, discussions had reached a point where a Memorandum of Understanding had been arrived to authorize the transfer of Assets and Liabilities of NHACU to CCCU by the transfer of the whole of its property and other Assets and Liabilities. He added, therefore, that in keeping with the Co-operative Societies Act, permission was now being sought of CCCU's membership and a similar resolution would be presented to NHACU members at its AGM to be held on or before May 10, 2017. Once these resolutions have been accepted by the respective membership they would then be presented at individual Special General Meetings and must be approved by three-fourths majority of members present. Both Credit Unions would work towards the transfer of Assets and Liabilities being effected by December 31, 2017.

21.3 This merger, he concluded, would give CCCU an opportunity to better serve members in the North and the West and would open opportunities to expand the membership base. Noting that NHACU members were passionate about their building, part of the agreement was that the property would not be sold, at least for 15 years, subject to legal interpretation. He then invited questions from members.

21.4 In response to a question from the audience Mr. Roche responded that the membership of NHA was approximately 400; Liabilities - \$3m; building worth \$4m, Cash Assets - none.

21.5 In response to concerns raised by Mr. Pitt, Mr. Roche assured that it had always been the intention of the Board to seek mergers with other credit unions, as was the case with Fyzabad.

- 21.6 Mr. Glen Charles expressed the view that the deal was already done, seeing that an MOU was already in place. Mr. Rocke explained that there was need for initial discussions to see whether the offer was worthwhile before coming to the membership for permission to go to the next level. He stressed that the next level would be further discussion, exchange of financial details and presentation of final recommendations for approval by members at a Special General Meeting.
- 21.7 Ms. Patrice Samuel urged members to give the Board their support in its endeavour because there was potential for growth in membership as well as acquisition of property.
- 21.8 In seeking clarification as to whether a Memorandum of Understanding or a Memorandum of Agreement had been signed, Mr. Gary Andrews accused the Board of lying to the membership, having already signed a document which is binding on the signatories. Mr. Rocke took strong objection and the President immediately called on the member to withdraw the statement.
- 21.9 Mr. Rocke explained that while he may have said within a month or so, the resolution gives a deadline of the end of the year for the process to be completed. He felt that it was unfair for members to believe that the Board would do anything to endanger members' money, adding that for the past ten years the Board had been talking about mergers and acquisitions. He continued that Credit Unions thrive best when economies are in danger.
- 21.10 Mr. Murchison Jules felt that all credit unions should merge, because after 65 years the movement was still divided hence the foreign banks could raise their fees at will as they were not under threat by the Credit Union movement which was supposed to be the check and balance. He believed that if the merger was towards unification of credit unions, it was a step in the right direction. Mr. Rocke agreed with the member's view and took the opportunity

to again urge members to encourage their younger family members to join the credit union.

The membership voted. Motion carried

- 21.11 Mr. Tony Inniss, President thanked members for their contribution, adding that it was a members' forum where members had the right to express their feelings and opinions, but urged that it be done in a respectable manner.
- 21.12 Mr. Ray Auguste shared a jingle with the membership.

22.0 OTHER BUSINESS

- 22.1 Mr. Eric Albert suggested that the Credit Union engage in some outreach through the schools as a means of getting them involved. He also suggested the Credit Union's involvement in the travel business.
- 22.2 The President did not share the view that the Credit Union should get involved in the travel business, stating that its core business was lending money and was not aware that the Co-operative Societies Act allowed such activity.
- 22.3 Presentation of Door Prizes
- 22.3.1 Ms. Giselle Lee Len conducted the draw for door prizes and seventeen (17) door prizes were distributed to members. In commemoration of the 65th anniversary, the oldest member at each table was presented with the centerpiece.

23.0 VOTE OF THANKS

- 23.1 The Vice President, Mrs. Lystra Dottin-Bernard gave thanks to God. She also thanked members for their continued confidence, loyalty and support to the Credit Union. She thanked the guests, including members of the Co-operative Division for taking time from their busy schedules to attend; the sponsors for the lovely prizes; the Cascadia Hotel for the facility; the sound system provider, and the photographer. She finally thanked the hardworking General Manager and her staff and invited the membership to offer a round of applause.

24.0 ANNOUNCEMENTS

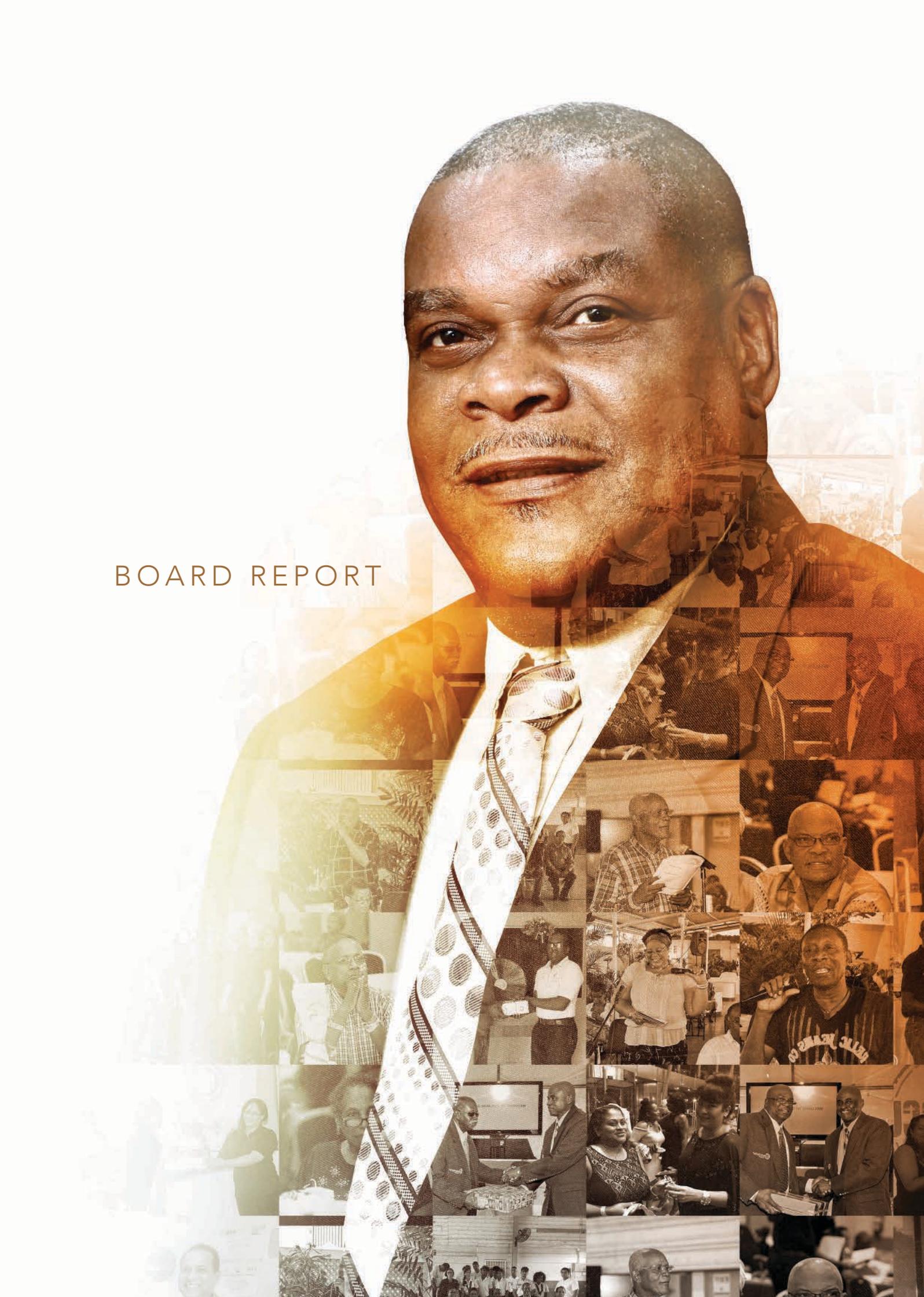
- 24.1 Mr. Peter Phillip, Secretary informed members that a representative of the Central Finance Facility was available to answer any questions with respect to the new products recently made available to Credit Union members.
- 24.2 The President informed members of the photo booth which was available free of charge and thanked them for turning out to the 56th AGM, reminding them of the Special General Meeting for ratification of the merger together with a bye law review to be held before the middle of the year.

25.0 ADJOURNMENT

- 25.1 There being no further business to discuss, the President adjourned the meeting at 6.05 p.m. and invited members to dinner.



Peter Phillip
Secretary, Board of Directors



BOARD REPORT

BOARD REPORT

OVERVIEW

The Board is pleased to report on its activities for the period of 2017. The year in review brought with it the challenges all financial institutions have continued to experience over the past few years. The economy continues to be sluggish due to the decline in oil and gas prices – the country's main income earner - which has affected our foreign exchange market. Returns on investments are very low at this time as investors are very cautious. Because of the uncertainty in the economy and due to the lack of foreign exchange, some businesses in an attempt to streamline their operations and remain profitable are downsizing their employee base.

This year our theme was 'recalibrate' as we saw the need to adapt our approach to governance and business operations to the current economic climate. Despite these challenges our Credit Union continues to produce favourable results. We must admit that our major challenge continues to be consistent satisfactory customer service. Although we have seen improvement, our mantra is to be the best customer service organization. We still believe we can do better.

THE BOARD

The responsibility of the Board is to approve and monitor the overall business strategy of the Credit Union, taking into account the Credit Union's long-term financial interests, its exposure to risk, and its ability to manage risk effectively. In discharging these responsibilities, the Board should be cognizant of the legitimate interests of members and other relevant stakeholders in today's financial services sector which includes a wide range of activities.

BOARD COMPOSITION

The following members comprised the Board of Directors:

Anthony Inniss	President
Simone Callender	Vice President
Peter Phillip	Secretary
Natalie Rocke	Assistant Secretary
Adonis Bernard	Director
Elvin Francis	Director
Ano Olufemi	Director
David Rocke	Director
Ruthven Walker	Director

ATTENDANCE

DIRECTORS	BOARD MEETINGS	SPECIAL BOARD MEETINGS	EXCUSED	TOTAL
Anthony Inniss	11	4	1	16
Simone Callender	10	4	2	16
Peter Phillip	11	4	1	16
Natalie Rocke	9	3	4	16
Adonis Bernard	6	2	8	16
Ano Olufemi	7	1	8	16
David Rocke	9	2	5	16
Elvin Francis	11	3	2	16
Ruthven Walker	8	3	5	16
Eric Albert (1st Alt)	12	4	0	16
Anslem Alexander (2nd Alt)	8	3	5	16

OUTGOING OFFICERS

The term of office for the following members comes to an end at the 57th Annual General Meeting:

-
- Mr. Adonis Bernard
- Mr. Elvin Francis
- Mr. Ruthven Walker

All Credit and Supervisory Committee members.

We are asking that those of our members who wish to contribute or are interested in becoming officers contact us as we are in the process of training and equipping a cadre of officers who are committed, willing and eager to take our Credit Union forward.

OFFICER DEVELOPMENT

The Board, in its effort to further develop all its officers, has continued to provide training opportunities to prepare them for the future. The following are some of the programmes:

- Understanding Financial Statements
- Enhancing Board Performance
- Emotional Intelligence
- Supervisory Committee Audit Workshop
- Leadership Conference – Repositioning, Rebranding, Retooling – Upscaling our Response

2017 PERFORMANCE HIGHLIGHTS

2017 activities yielded a surplus of \$3,176,576. The table below provides the financial performance for 2017 compared with the Budget.

INCOME	2017		
	BUDGET	ACTUAL	VARIANCE
LOAN INTEREST	10,862,400.00	9,661,774.00	(1,200,626.00)
LOAN FEES	660,000.00	531,316.35	(128,683.65)
INVESTMENT INCOME	335,000.00	292,793.02	(42,206.98)
RENTAL INCOME	564,400.00	470,400.00	(94,000.00)
MISCELLANEOUS INCOME	318,000.00	374,853.00	56,853.00
	12,739,800.00	11,331,136.37	(1,408,663.63)

EXPENDITURE	2017		
	BUDGET	ACTUAL	VARIANCE
FINANCIAL EXPENSES	995,175.00	681,904.85	(313,270.15)
CORPORATE AND OFFICERS EXPENSES	748,000.00	647,858.66	(100,141.34)
RISK MANAGEMENT EXPENSES	380,975.00	364,877.44	(16,097.56)
OCCUPANCY EXPENSES	1,280,555.00	1,320,236.87	(39,681.87)
ADMINISTRATIVE EXPENSES	1,819,922.50	1,926,966.73	107,044.23
SALARIES AND BENEFITS	3,649,450.56	3,212,715.77	(436,734.79)
	8,874,078.06	8,154,560.32	(719,517.74)
NET SURPLUS	3,865,721.94	3,176,576.05	(689,145.89)

The budgeted income fell short by \$1,408,664. This was mainly due to the shortfall in Loan Interest Income referred to above. The expenditure was contained within budget during the year.

Income

Gross Income for the period was \$11,331,136 compared to \$10,823,690 in 2016. 90% of our income was derived from Loan Interest and Fees of \$10,193,030. Investment and Miscellaneous Income comprised the balance.

Expenditure

Expenditure increased from \$7,041,196 in 2016 to \$8,154,560 in 2017. A 14% increase of \$1,113,364. Major factors contributing to this increase was Staff Salaries and Benefits, Advertising and CUNA Insurance.

Appropriation

In keeping with our Bye Laws, the sum of \$317,658 or 10% was transferred to the Reserve Fund; \$57,178 to the Education Fund, \$100,000 to the Severance Fund and \$70,044 to the Building Improvement Fund. The balance of \$2,631,696 is available for distribution. A dividend of 4.5% is now being proposed.

Growth in Membership

Membership grew by 233 from 5373 to 5606. Members who died in 2017:

- Trestrail Adams
- Bert Auguste
- Algernon Bertrand
- Gerald James
- Garrick Joseph
- Rawle King
- Ivan Sinclair

Growth in Assets

Total Assets as at December 31, 2017 was \$105,048,092 compared to \$101,701,820 in December 31, 2016. This represents an increase of \$3,346,272 or 3.2%.

Growth in Loans

Loan growth recorded an increase of \$2,526,123 or 3.5% in 2017 to \$72,448,514 from \$69,922,391 at December 31, 2016. Additionally, the portfolio suffered an erosion of \$5,479,991., from early loan liquidation. \$3,248,111 of internal funds and \$2,213,880 of external funds were utilized for this purpose.

The Fyzabad Branch recorded a .56% decline in new loan business compared to the performance in 2016. The Loans granted in 2017 was \$2,499,790 compared to \$4,106,219 in 2016.

Growth in Savings

Despite the reduction in Shares/Deposits caused by the early loan liquidation, an increase of \$2,559,673 or 3.1% was recorded in 2017. The total balance as at December 2017 was \$83,317,036 and \$80,759,363 at December 2016.

Growth in Investments

Though modest, there was a 5.44% increase in Total Investments from \$11, 298,918 in 2016 to \$11,948,666 in December 2017.

Delinquency Management

Delinquency Management is one of our strategic priorities. Loan default is an inherent risk in the granting of credit. Effective January 01, 2018, all corporate entities must adopt an accounting treatment – (*IFRS*) 9 *Financial Instruments* - for their financial assets and financial liabilities. In the case of Credit Unions, it will change the practice of making provisions for bad debts/loans at the end of the year and compel them to make provisions for expected credit losses immediately after the loan is granted to the end of its term. This means that historically Provision for Bad Debts/Loan Loss will be made after the Surplus, from this year it must form part of the Expenditure. Therefore, this will gravely impact the Surplus declared by Credit Unions and their capacity to pay competitive dividends.

To cushion this effect, Credit Union members must understand that more vigilance and scrutiny will be necessary in the assessment of loan applications. To ensure that Community Care maintains industry standard for Delinquent Loan accounts, we implore you to understand and

comply with the documentation required for loan assessment. The era of non-compliance with these requirements must be behind us. Audit firms have guidelines which must also be adhered to in the execution of their audit functions as their records are also audited. Scrutiny of compliance with the Credit Union's Bye Laws and policies forms a major part of the annual external audit requirement.

Additionally, members are expected to honour the commitment made to repay loans which they receive. The importance of this cannot be understated as the existence of our business relies on the honesty, integrity and principled character of our members in the conduct of financial activities with our Credit Union – their primary financial services provider.

Merger/Acquisitions

After receiving approval from the membership at the last AGM, 4 meetings were held with NHACU during the course of 2017.

The Board has so far been unable to conclude the acquisition of NHACU within the time promised at the last Annual General Meeting. In the meantime, discussions continue between both parties along with representatives of the Co-operative Department in attendance.

Policy Review Committee

The Board appointed a Policy Review Committee to review and update all policies that govern the institution. The Committee reviewed our bye laws and recommended some changes which are under consideration and some of which will be presented at the AGM for approval. All other policies were being looked at and updated.

Succession Planning

In 2018, the Board will put in train the process for recruiting someone to understudy and eventually replace the CEO on her retirement, while continuing to encourage, support and train new Officers.

Building Upgrade/Maintenance

The Building Committee continues to meet as necessary to monitor the condition of our three buildings and to repair and replace fittings and fixtures as necessary. In 2017, we repainted the roof and exterior and installed a new and more aesthetically pleasing sign at our Fyzabad Branch. A contract has already been awarded to paint both the interior and exterior of our Main Office at Curepe.

Member Development and Social Activities

The members that comprise the Education and Social Affairs Committee were as follows:

- Simone Callender – Chairman
- Nikisha Cropper
- Kevin Murray
- Laverne Richardson
- Ruthven Walker

The Committee co-ordinated the following activities in pursuit of the Board's Balanced Scorecard:

DAVID DOUGLAS SEA SCHOLARSHIP AWARDS

Community Care Credit Union continues to motivate and support the Young membership as they strive for excellence. This year at a special function twelve (12) vibrant Young Savers were recognised and rewarded for their hard work displayed at attaining Secondary School placement. Bursaries were awarded to them on Wednesday 30th August 2017 as they transition from one phase of their life to another.

The Speaker, Mr. Seth Knight, a former recipient of Community Care Credit Union's David Douglas SEA Scholarship Award, a young man who had recently completed his A' Levels and was about to enter the University of the West Indies to pursue Medicine, delivered the feature address. In his message to the young students, Mr. Knight reminded the students that their journey was **"far from finished"**. He went on to enlighten their minds that **"no matter how they did in the exam, no matter what school they passed for always be optimistic, always think positive because no matter where they go to, no matter where they came from or what they have done, it does not define who they are and most importantly who they can become"**.

JOINT CREDIT UNION ACTIVITIES

For the past eight (8) years Community Care Credit Union has been a part of a Joint Credit Union Committee which started off as five credit unions and has since been reduced to four. The other three Credit Unions that form part of this group are Aero Services, UWI and TECU. In 2017, we continued our demonstration of co-operation upon co-operatives within the Credit Union Movement as we held two (2) joint events.

Our **4th Biennial Joint Sports and Family Day** took place at Prisons Sports Grounds, Arouca on Saturday 12th August 2017. CCCU's theme was "We Care since the Stone Age". Although we did not regain our title as dance past winners we won the heart of the crowd and emerged once again the "Overall Sports Day Champions".

The **Annual Joint All Fours Competition** took place on Saturday 21st October 2017, at Petrotrin Sports Club and again for the 2nd year TECU regained the title of "All Fours Champions".

Bingo & Karaoke

This has become an eagerly anticipated annual event. It was held on Friday 1st December, 2017 at the Bureau of Standards. Many fantastic prizes were won and for the 2nd year in a row the big Jackpot of Shares was won by the same person.

The Education Committee will like your assistance in choosing events for 2018, therefore a survey will be distributed at this year's AGM.

Outlook

Our theme for 2018 is **'embracing care and change'** as we continue our process of recalibrating to position ourselves for the future. The Credit Union Movement remains the only organization that was still offering attractive investment opportunities and service to the underserved. We, at Community Care, will continue to strive for excellence in our products and service to you our

customers for we are committed to serving you. The shortage of foreign currency, lack of attractive investments and uncertainty in the job market resulted in sluggish economic activity as people have become wary of how they spend their monies. We know that there will be challenges ahead especially due to new regulations and changes in the way we do business. With the implementation of IFRS 9 all financial institutions will be affected especially in the returns to its investors, but we have started to put strategies in place to strengthen the organization and continue to offer good returns. While we acknowledge that there is room for improvement in our operations, we encourage you to make our Credit Union the first choice for your financial needs. Remember you are the owners and we are working for you and ensuring that you receive good returns on your investment, but we need your business and support to do so.

Condolences

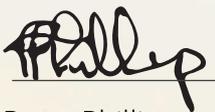
The Board of Directors extends sincerest condolences to the bereaved families of members who passed away during the year. May their souls rest in peace.

Appreciation

The Board would like to express its heartfelt and sincere thanks to our elected and appointed committees for their hard work, sacrifice and commitment displayed during the term.

We also acknowledge the support of you, our loyal members for your continued trust and confidence by choosing to invest in ourselves and choosing Community Care Credit Union to be your financier of choice. We thank you too for your usual support because without you 'the membership' none of the events would have been a success. We look forward to serving you in the coming year.

Finally, but not least, we must acknowledge the continued dedication and commitment of the CEO, Ms Angela Carrington and staff.



Peter Phillip

Secretary, Board of Directors

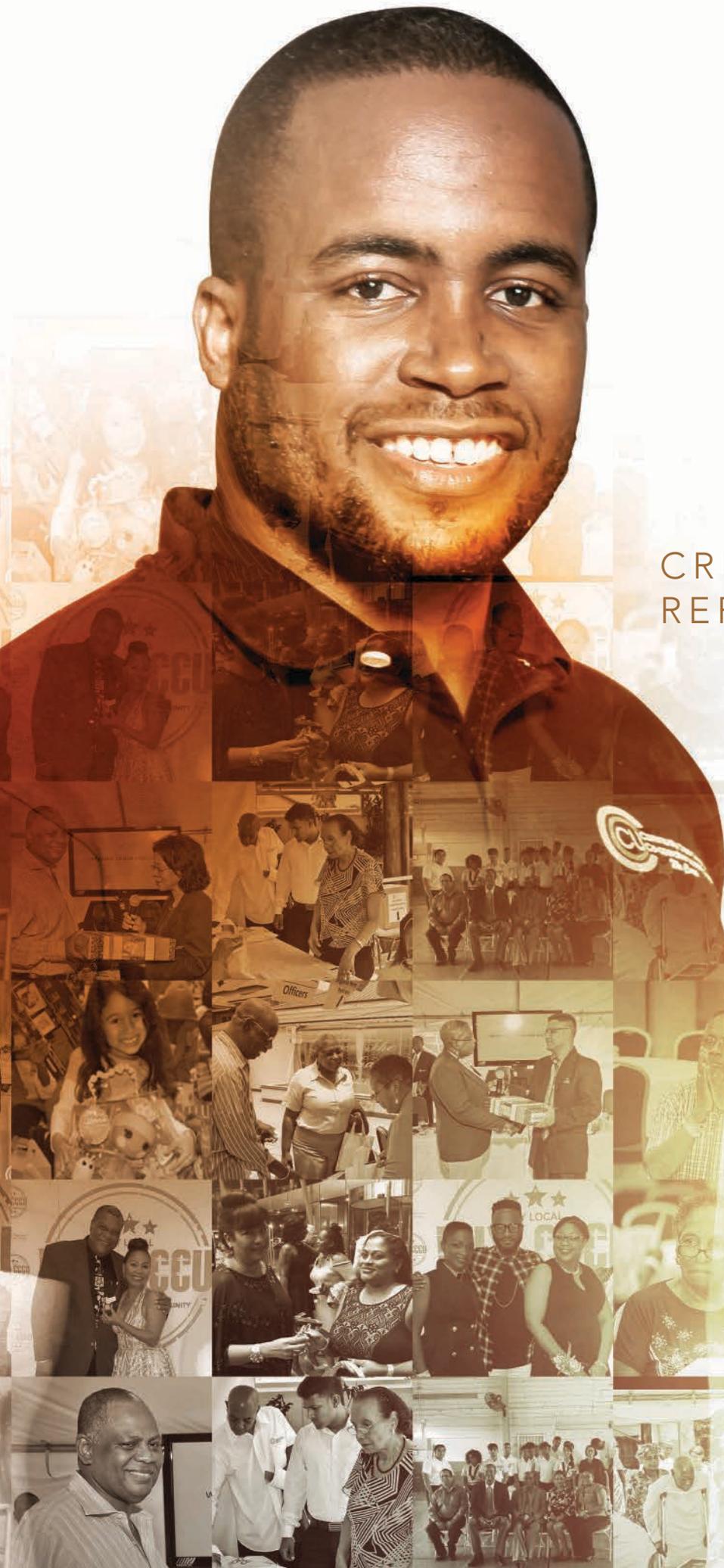
NOMINATIONS COMMITTEE REPORT

The Nominations Committee was formed in November 2017 in an effort to have members to serve as Officers. The Committee consisted of Tony Inniss, Susan Peters and Lystra Dottin-Bernard. Notices were placed in the newspapers inviting fit and proper members to offer themselves for service. At the deadline only 2 members responded and as a result the Committee decided to extend the deadline for a further 3 weeks. As a result of the extension another 12 members responded and they have been included in our recommendations.

In 2018, the Committee intends to begin the recruitment process in June for officers for the 2019 AGM.



WILFRED TONY INNISS
CHAIRMAN



CREDIT COMMITTEE
REPORT

CREDIT COMMITTEE REPORT

MEETINGS

The 56th Annual General Meeting held on March 25th 2017 elected the following members to serve on the 2017-2018 Credit Committee, who elected officers as follows:

David Reyes	Chairman
Queson Phillips	Secretary
Jennifer Phillip	Officer
Francisca Campbell	Officer
Laverne Richardson	Officer
Joseph Self	Alternate
Shenelle Luces	Alternate

The members of the Committee immediately got down to performing its duties and met on Tuesdays and some Saturdays to review the loan applications of members; conducted site visits and interviewed members when necessary.

Fifty (**50**) meetings were held during this term at which the **Director of Credit – Mr. Ano Olufemi** was in attendance occasionally.

Committee members were excused from attendance at a number of meetings due to shift work, illness, personal reasons and overseas travel.

Officers' attendances at meetings were as follows:

Officer	Present	Excused
David Reyes	44	6
Queson Phillips	46	4
Jennifer Phillip	43	7
Francisca Campbell	43	7
Laverne Richardson	42	8
Joseph Self	41	9
Shenelle Luces	28	22

The term of the officers listed above has come to an end at this Annual General Meeting.

The following members are willing to serve for another term: - Queson Phillips, Jennifer Phillip, Francisca Campbell, Laverne Richardson, Joseph Self and Shenelle Luces.

TRAINING AND DEVELOPMENT

Committee members participated in the following:

1. Credit Union Officers Induction - 12th April 2017.
2. Understanding Financial Statements and Asset Liability Management - 1st July 2017.
3. Emotional Intelligence - 19th August 2017
4. Credit Union Annual Strategic Planning – September 28-October 01, 2017

LOAN REVIEW

Despite the continued economic challenges during the period, the Credit Committee strived towards fulfilling the needs of our members. Loans granted for the period were as follows:

CATEGORIES	2015	2016	2017
Motor Vehicle Financing	\$ 7,247,815.29	\$ 4,449,172.62	\$ 3,228,126.53
Mortgage/Home Improvement Financing	\$ 4,795,216.57	\$ 4,512,611.25	\$ 5,721,038.34
Savings/Investments	\$ 3,390,006.47	\$ 4,060,572.37	\$ 1,678,604.60
Debt Consolidation	\$ 1,279,985.08	\$ 1,730,923.06	\$ 2,906,876.20
Death/Medical	\$ 391,867.90	\$ 532,907.24	\$ 499,630.00
Recreational/Entertainment	\$ 319,274.52	\$ 658,170.49	\$ 766,484.19
Education/Technology	\$ 432,183.01	\$ 607,288.14	\$ 708,258.80
Consumer Expenses	\$ 4,731,673.53	\$ 5,294,737.32	\$ 5,616,330.81
TOTAL MONEY LOANED	\$ 22,588,022.37	\$ 21,846,382.49	\$ 21,125,349.47

The loan portfolio totaled **\$21,125,349.47** with a successful disbursement of **1142** loans for the year **2017**. This loan total represents a decrease by **\$721,033.02** or **3.3%** compared to **2016**, but an increase in the number of loans disbursed by **29.47%** from **882** loans disbursed in **2016**.

A comparative analysis of the figures comprising this total is seen in Figure 1.

The graph highlights the loan categories accessed by members during the fiscal year **2017**. The largest purpose for the year was **Mortgage/Home**

Financing totaling **\$5.721** million followed by **Consumer Expenses** of **\$5.616** million and **Motor Vehicle Financing** at **\$3.228** million.

It should be noted that in comparison to year **2016**, the **Mortgage/Home Financing** category has experienced growth from **\$4.512** million in **2016** to **\$5.721** million in **2017**, an increase of **\$1.208** million. In the **Savings/Investments** category we saw a decrease of **\$2.381** million, from **\$4.060** million in **2016** to **\$1.678** million in **2017**.



FIGURE 1

Two other categories that experienced growth for the past year were **Debt Consolidation** which equaled **\$2.906** million compared to **\$1.730** million in **2016**, a total of **\$1.175** million and, **Consumer Expenses** at **\$5.616** million from **\$5.294** million in **2016**.

SITE VISITS

For the year in review, **15** site visits for home renovations, small businesses and purchases of property were conducted.

OUTLOOK

It is important that close attention is paid to the trends of economic indicators in the global market when forecasting the economic viability of an organization. As we look at the challenges in both national and international economies, it is essential that we adopt strategies that will guarantee our survival and increase our presence in the financial services industry.

CCCU is committed to its Vision of being the “Best member-owned financial services provider.” In doing so, we maintain and adopt strategies and values that push us towards this goal, while reminding members also that each one of us have our part to play in achieving it.

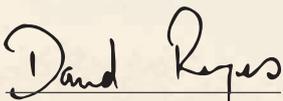
CCCU remains strong and competitive in the industry, always looking for ways to better serve its membership and its products and services are amongst the best.

CLOSING

The Credit Committee expresses gratitude to the membership for your continued allegiance in making CCCU your preferred place of business. Your trust in our Credit Union has proven to be rewarding over the past years. We also thank the Board of Directors, all other committees, management and office staff for their collaborative effort in achieving growth.

Finally, as we continue to commit ourselves to values that attain success, we look forward to 2018 being an abounding year.

Thank you.



David Reyes

Chairman



SUPERVISORY
COMMITTEE REPORT

SUPERVISORY COMMITTEE REPORT

In accordance with **Community Care Credit Union Bye-Laws Section 33 (a)–(c)**, the Supervisory Committee is pleased to present its report for the period April 2017 to March 2018 and the Financial Year January 1st 2017 to December 31st 2017 to you, our valued members.

2017/2018 OFFICERS

In accordance with **Section 33 a (iii) of the Bye-Laws**, at the first meeting of the Supervisory Committee held in April, election of officers was held and Mr. Dwayne Mayers and Ms Ava Collins were elected Chairman and Secretary respectively. The full Committee comprised the following:

Dwayne Mayers	- Chairperson
Ava Collins	- Secretary
Darlene Williams-Abraham	- Member
Lois Quash-Folkes	- 1 st Alternate
Patricia Pierre-Joseph	- 2 nd Alternate

Unfortunately, during the month of October 2017, Ava Collins tendered her resignation and Lois Quash-Folkes accepted the role of Secretary.

MEETINGS OF THE SUPERVISORY COMMITTEE

The Committee decided that meetings would be held once a month. At the time of reporting the Supervisory Committee held nine meetings. The table below shows the attendance at Committee meetings:

NAMES	NUMBER OF MEETINGS ATTENDED	EXCUSED	ABSENT
Dwayne Mayers	9	-	-
Ava Collins	4	-	2
Darlene Williams	7	1	1
Lois Quash-Folkes	7	-	2
Patricia Pierre Joseph	1	1	7

MAIN ACTIVITIES UNDERTAKEN

Quarterly schedules were done outlining key tasks to be undertaken by the team to inspect the Credit Union records for accuracy, and to ensure that the Board and Management decisions were in the best interest of the membership and consistent with the Credit Union goals.

To ensure compliance with the Society's Bye Laws, policies and established procedures the following activities were conducted: -

Review areas of concern in Auditor's 2016 Management Letter:-

- Timely signing off bank reconciliations: The process was ongoing by the General Manager
- Fixed Assets Register: New labelling machine to improve coding and tagging - process ongoing.
- Know Your Customer form: This is now incorporated in the new membership enrollment form.

Loans - including Delinquent Loan accounts, Loan applications, including Delinquent Loan Accounts to monitor policy compliance with information and documentation requirements:

History of Borrower

- Checklist policy
- Completed Loan Analysis Sheet
- Completed & Signed Loan Application Form
- Signatures of Approvers
- Financial Statements

Cash Counts

The Committee conducted cash counts in October 2017 and found no discrepancies with cash on hand and transactions conducted in our presence. We verified the process, procedures, cash drawer reports, risk management procedures and cash count between shift change.

Minutes of Board Meetings

In accordance with Bye-Law 33 (c) - "the Committee shall be given observer status at Board Meetings". The Committee agreed that upon invitation from the Board of Directors, the Chairperson would attend the Board Meetings. The Committee received and reviewed the Minutes of the Meetings of the Board of Directors to ensure that all decisions taken were in the members' best interest and implemented in a timely manner.

Committee Training

During the period under review, the Supervisory Committee members participated in the following training:

1. Credit Union Officers Induction – 12th April 2017.
2. Supervisory Committee Workshop – June 02nd 2017
3. Understanding Financial Statements and Asset Liability Management - 1st July 2017.
4. Emotional Intelligence - 19th August 2017
5. Credit Union Annual Strategic Planning – September 28-October 01, 2017

Operational Practices

The Supervisory Committee notes the considerable efforts of the Board of Directors, in providing Committees and Sub-Committees the required training. As the Chairperson of the Supervisory Committee, I would like to recommend more training especially for new members who volunteer.

Continuing with the drive to improve the operations and services of the Credit Union geared towards increasing the membership while overseeing the membership interest, the Board appointed a Nominations Committee in keeping with the terms of Article 36 (a) - (c) below:

- a. The Board may appoint a Nominating Committee comprising not more than five (5) members of the Society whose duty shall be the selection of qualified members who are willing to be considered for election to the Board, Supervisory or Credit Committee by the Annual General Meeting.
- b. Members of the Committee shall not be eligible for nominations.
- c. Notwithstanding the recommendations of the Nominating Committee, any member shall have the right to nominate other members for elections to the Board, Supervisory or Credit Committee at the Annual General Meeting.

FINDINGS

- Overall, the Supervisory Committee is satisfied with the results of our review of records
- Procedures of CCCU are being followed with a collaborative effort from all office staff, committees and management
- Considerable effort to deal with items highlighted by Auditors.
- Board Meetings held in accordance with Community Care Credit Union Bye-Laws
- Sound Accounting practices were observed
- New and reliable technological platforms to service the membership
- Well trained, knowledgeable, customer focused staff members

CONCLUSION

The members of the Supervisory Committee take this opportunity to express heartfelt thanks to you, the General Membership, for affording us the opportunity to serve over the past year.

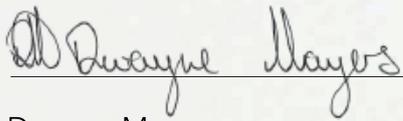
We hereby acknowledge the work of the Board of Directors during our term as they embark on continued succession planning for the stability of Community Care Credit Union by nurturing the talents of the young members within the committees.

Quote from the Chairperson, Dwayne Mayers, **"Having high expectation for yourself is being a hardworking, stop making excuses positive person, while knowing what drives you. It calls for doing things for the right reason, helping people and mastering your craft, this will yield amazing performance."**

We wish to express our sincere gratitude to the General Manager and Staff for their unwavering support during our tenure.

Thank you

Respectfully submitted,

A handwritten signature in cursive script that reads "Dwayne Mayers". The signature is written in a dark ink and is positioned above a thin horizontal line.

Dwayne Mayers
Chairman



AUDITOR'S REPORT AND FINANCIAL STATEMENTS

For the year ended 31st December 2017



Statement of Management Responsibilities

Management is responsible for the following:

- Preparing and presenting fairly the accompanying financial statements of **Community Care Credit Union Co-operative Society Limited** which comprise the statement of financial position as at 31st December 2017, the statements of comprehensive Income, the statement of appropriated funds and undivided earnings and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory notes;
- Ensuring that the company keeps proper accounting records;
- Selecting appropriate accounting policies and applying them in a consistent manner;
- Implementing, monitoring and evaluating the system of internal control that assures security of the credit union's assets, detection/prevention of fraud and the achievement of the credit union's operational efficiencies;
- Ensuring that the system of internal control operated effectively during the reporting period;
- Producing reliable financial reporting that comply with laws and regulations, including the Companies Act, Co-operative Societies Act and the Financial Intelligence Unit of Trinidad and Tobago Act and
- Using reasonable and prudent judgement in the determination of estimates.

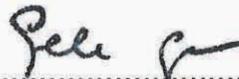
In preparing these financial statements, management utilized the International Financial Reporting Standards as issued by the International Accounting Standards Board and adopted by the Institute of Chartered Accountants of Trinidad and Tobago. Where International Financial Reporting Standards presented alternative accounting treatments, management chose those considered most appropriate in the circumstances.

Nothing has come to the attention of management to indicate that the Credit Union will not remain a going concern for the next twelve months from the date of this statement.

Management affirms that it has carried out its responsibilities as outlined above.

DATED: 14th March 2018


.....
PRESIDENT


.....
TREASURER

TO THE MEMBERS
OF
COMMUNITY CARE CREDIT UNION CO-OPERATIVE SOCIETY LIMITED

Opinion

In our opinion, the accompanying financial statements give a true and fair view of the financial position of **COMMUNITY CARE CREDIT UNION CO-OPERATIVE SOCIETY LIMITED**, (afterwards called "The Credit Union), as at 31st December 2017 and its financial performance and cash flows for the year then ended, in accordance with International Financial Reporting Standards.

Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing. Our responsibilities under those standards are further described in the "Auditors' Responsibility" section of our report. We are independent of the Credit Union and have fulfilled our ethical responsibilities in accordance with the International Ethics Standards Board for Accountants' code of ethics for professional accountants. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Key Audit Matters

Key Audit matters are those matters that, in our professional judgment, were of most significance in our audit of the financial statements for the current period. These matters were addressed in the context of our audit of the financial statements as a whole, and in forming our opinion thereon, and we do not provide a separate opinion on these matters.

Loans to Members

Loans to Members represent 83% of cash resources and other assets of the Credit Union. The interest derived from loans directly impact the profitability, liquidity and ability for continuity of the Credit Union. As a result, the recoverability of loans was significant to our audit.

The audit procedures conducted to address this risk are as follows:

- We reviewed and assessed new loans granted during the year, ensuring adherence to the loan policy of the 'Credit Union' and we ensured all approvals were obtained prior to disbursements of amounts.
- We ensured that there was sufficient collateral to cover amounts borrowed.
- We tested systems of internal controls.
- We obtained written confirmations and statements from members.
- We ensured adherence to the policies regarding the collections of delinquent loans.

Other Information

Management is responsible for all other information. The other information comprises the information included in the Credit Union's annual report.

Our opinion on the financial statements does not cover any other information and we do not express any form of assurance or conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained during the audit or otherwise appears to be materially mis-stated. If, based on the work we have performed, we conclude that there is a material mis-statement of this information we are required to report the fact.

We have nothing to report in this regard.

INDEPENDENT AUDITORS' REPORT (CONTINUED)
TO THE MEMBERS
OF
COMMUNITY CARE CREDIT UNION CO-OPERATIVE SOCIETY LIMITED

Management's responsibility for the financial statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with International Financial Reporting Standards. This responsibility includes designing, implementing and maintaining internal control relevant to the preparation and fair presentation of financial statements that are free from material mis-statements, whether due to fraud or error, selecting and applying appropriate accounting policies and making estimates that are reasonable in the circumstances.

In preparing the financial statements, management is responsible for assessing the Credit Union's ability to continue as a "going concern", disclosing, as applicable, matters related to "going concern" and using the "going concern" basis of accounting unless management either intends to liquidate the business or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing its financial reporting process.

Auditors' Responsibility for the Audit of the Financial Statements

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with International Standards on Auditing. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance whether these financial statements are free of material mis-statement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditors' judgement, including the assessment of the risk of material mis-statement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditors consider internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

From the matters communicated with those charged with governance, we determine those matters that were of most significance in the audit of the financial statements of the current period and are therefore the key audit matters. We describe these matters in our auditors' report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, we determine that a matter should not be communicated in our report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

March 14, 2018
.....

LP 542 SOUTHERN MAIN ROAD,
CARAPICHAIMA.

Bob Gopee & Associates
.....
BOB GOPEE AND ASSOCIATES
CHARTERED ACCOUNTANT

Statement of Financial Position

as at 31st December 2017

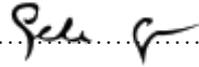
(with comparative figures as at 31st December 2016)

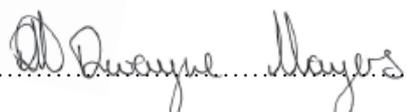
	Notes	2017 \$TT	2016 \$TT
ASSETS			
NON-CURRENT ASSETS			
Property, Plant and Equipment	N3	17,828,984	18,066,711
CASH RESOURCES			
Cash		191,039	178,715
Bank	N4	2,263,419	1,622,520
Short-Term Investments	N5	6,286,733	6,437,275
		8,741,191	8,238,510
OTHER ASSETS			
Accounts Receivable and Prepayments	N6	367,470	612,565
Loans to Members	N7	72,448,514	69,922,391
Other Investments	N8	5,661,933	4,861,643
		78,477,917	75,396,599
TOTAL ASSETS		105,048,092	101,701,820
MEMBERS' EQUITY AND LIABILITIES			
MEMBERS' EQUITY			
Reserve Fund	N9	6,018,006	5,644,058
Education Fund	N10	439,863	382,685
Severance Fund		494,440	394,440
Building Improvement Fund	N11	476,586	456,024
Undivided Earnings		9,403,461	9,511,842
Share Revaluation Reserve	N12	1,838,405	1,794,464
Property Revaluation Reserve	N3	2,011,811	2,011,811
		20,682,572	20,195,324
LIABILITIES			
Members' Shares	N14	49,692,429	47,350,963
Members' Deposits		33,624,607	33,408,400
Accounts Payable and Accruals	N15	1,048,484	747,133
		84,365,520	81,506,496
TOTAL MEMBERS' EQUITY AND LIABILITIES		105,048,092	101,701,820

The accompanying notes form an integral part of these financial statements and should be read in conjunction therewith.

On the 14th March, 2018, the Board of Directors approved these financial statements for issue.

PRESIDENT: 

TREASURER: 

SUPERVISORY COMMITTEE: 

Statement of Comprehensive Income

for the year ended 31st December 2017

(with comparative figures for the year ended 31st December 2016)

	Note/ Schedules	2017 \$Tl	2016 \$Tl
<u>INCOME</u>			
Loan Interest	S1	10,193,090	9,760,608
Rental Income		470,400	435,400
Investment Income		292,793	288,397
Commissions Received		238,552	173,011
Miscellaneous Income		136,301	166,274
		<u>11,331,136</u>	<u>10,823,690</u>
<u>EXPENDITURE</u>			
Financial Expenses	S2	681,905	602,080
General and Administrative Expenses	S3	7,472,655	6,439,116
		<u>8,154,560</u>	<u>7,041,196</u>
NET SURPLUS FOR THE YEAR		<u>3,176,576</u>	<u>3,782,494</u>

Statement Of Appropriated Funds and Undivided Earnings

for the year ended 31st December 2017

	RESERVE FUND	EDUCATION FUND	SEVERANCE FUND	BUILDING IMPROVEMENT FUND	UNDIVIDED EARNINGS	TOTAL
	\$	\$	\$	\$	\$	\$
Balance at 1st January 2016	5,644,058	382,685	394,440	456,024	9,511,842	16,389,049
Add:						
Appropriation of Net Surplus for the year						3,176,576
10% to Reserve Fund	317,658	-	-	-	-	
2% to Education Fund	-	57,178	-	-	-	
2.5% to Building Improvement Fund				70,044		
Severance Fund	-	-	100,000	-	-	
Remainder to Undivided Earnings					2,631,696	
	5,961,716	439,863	494,440	526,068	12,143,538	19,565,625
Adjustments:						
Entrance fees	7,015	-	-	-	(7,015)	-
Building Improvement Fund Utilized				(49,482)		(49,482)
Unclaimed Share Dividend Paid	49,275	-	-	-	-	49,275
Prior Period Adjustments	-	-	-	-	(149,901)	(149,901)
Dividends Paid - 2016	-	-	-	-	(2,583,161)	(2,583,161)
Balance at 31st December 2017	6,018,006	439,863	494,440	476,586	9,403,461	16,832,356

Statement of Cash Flows

for the year ended 31st December 2017
(with comparative figures for the year ended 31st December 2016)

	2017 \$TT	2016 \$TT
<u>NET CASH FLOW FROM OPERATING ACTIVITIES</u>		
Net Surplus for the year	3,176,576	3,782,494
<i>Adjustments to Reconcile Net Earnings to Net Cash</i>		
Depreciation	792,938	684,244
Decrease in Reserve Fund	49,275	(1,985,700)
Prior Period Adjustments	(149,901)	(45,081)
Unrealised Gain in Share Revaluation	43,941	160,854
Severance Paid	-	(11,524)
Building Improvement Fund Utilized	(49,482)	(9,180)
Loss on Disposal of Property, Plant and Equipment	12,018	-
OPERATING SURPLUS BEFORE CHANGES IN WORKING CAPITAL	3,875,365	2,576,107
Increase in Loans to Members	(2,526,123)	(3,158,100)
Decrease in Accounts Receivable and Prepayments	245,095	2,945
Increase/(Decrease) in Accounts Payable and Accruals	301,351	(601,270)
NET CASH INFLOW/(OUTFLOW) FROM OPERATING ACTIVITIES	1,895,688	(1,180,318)
<u>INVESTING ACTIVITIES</u>		
Additions to Property, Plant and Equipment	(567,229)	(860,050)
Increase in Other Investments	(800,290)	(250,481)
NET CASH OUTFLOW FROM INVESTING ACTIVITIES	(1,367,519)	(1,110,531)
<u>FINANCING ACTIVITIES</u>		
Increase in Members' Shares	2,341,466	3,296,300
Increase in Members' Deposits	216,207	805,797
Dividends Paid	(2,583,161)	(1,879,329)
NET CASH INFLOW FROM FINANCING ACTIVITIES	(25,488)	2,222,768
NET INCREASE/(DECREASE) IN CASH AND CASH EQUIVALENTS	502,681	(68,081)
CASH AND CASH EQUIVALENTS AT THE BEGINNING OF THE YEAR	8,238,510	8,306,591
CASH AND CASH EQUIVALENTS AT THE END OF THE YEAR	8,741,191	8,238,510
<u>CASH AND CASH EQUIVALENTS</u>		
Cash	191,039	178,715
Bank	2,263,419	1,622,520
Short-Term Investments	6,286,733	6,437,275
	8,741,191	8,238,510

Notes (continued)

for the year ended 31st December 2017

1 **INCORPORATION AND PRINCIPAL ACTIVITY**

The Credit Union is registered under the Co-operative Societies Act Ch: 81:03. Its objectives are to promote the economic and social welfare of its members, encouraging the spirit and practice of thrift, self-help and co-operation and to promote the development of co-operative ideas.

The registered address of the Credit Union is Corner Southern Main Road and Bushe Street, Curepe.

2 **SIGNIFICANT ACCOUNTING POLICIES**

The following accounting policies, based on generally accepted accounting principles, have been applied, unless otherwise stated:

a Basis of Accounting

These financial statements have been prepared under the Historical Cost Basis except for the measurement of fair value for "available for sale" investments and revaluation of real estate and with reference to International Financial Reporting Standards. The material issues covered by these standards are disclosed. These financial statements are stated in Trinidad and Tobago currency, which is the functional currency of operations. All amounts have been rounded to the nearest dollar.

b Use of Estimates

The preparation of financial statements in conformity with International Financial Reporting Standards requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of assets and liabilities at the date of the financial statements and the reported amounts of revenue and expenses during the reporting period. Although these estimates are based on management's best knowledge of current events and actions, actual results may ultimately differ from those estimates.

c Property, Plant and Equipment

Property, Plant and Equipment are stated at cost except for the revaluation of land and building.

Depreciation has been calculated on the Straight Line basis at rates estimated to write off the cost of the assets over their useful economic lives. These rates are:

Building	-	2%	(Straight Line Basis)
Building Improvements	-	8 1/3%	(Straight Line Basis)
Motor Vehicles	-	20%	(Straight Line Basis)
Computer Equipment	-	25%	(Straight Line Basis)
Office Equipment	-	12 1/2%	(Straight Line Basis)
Office and Board Room Fixtures and Fittings	-	12 1/2%	(Straight Line Basis)

No depreciation was calculated on Land and Work-in-Progress.

Where the carrying amount of an asset is greater than its estimated recoverable amount, it is written down to its recoverable amount.

Gains and losses on disposals are determined by comparing the proceeds with the carrying amount and are recognised in the Statement of Comprehensive Income.

Real Estate comprises mainly of properties used in connection with operations and offices and are shown at fair value based on valuations by external independent valuers, less subsequent depreciation for buildings. Independent valuations are performed at regular intervals to ensure that the fair value of real estate does not differ materially from its carrying amount. All other property, plant and equipment are stated at historical cost less accumulated depreciation. Historical cost includes expenditure that is directly attributable to the acquisition of the items.

2 **SIGNIFICANT ACCOUNTING POLICIES (Continued)**

d Investments

The Credit Union has classified all investments into the following categories:

(i) Available For Sale

Investments intended to be held for an indefinite period of time, which may be sold in response to need the of liquidity or changes in interest rates, are classified as "Available For Sale". After initial recognition, "Available for Sale" investments are measured at fair value with unrealised gains and losses recognised in the Statement of Financial Position under Share Revaluation Reserve.

Any realised gains and losses arising from the changes in the fair value of "Available For Sale Investments", are included in the Statement of Comprehensive Income, in the period in which they arise.

For actively traded investments, fair value is determined by reference to the Stock Exchange quoted market prices at the Statement of Financial Position date, adjusted for transaction costs necessary to realise the investment. For investments where there is no quoted market price, the carrying value is deemed to approximate fair value.

(ii) Held to Maturity

Investments with fixed maturity wherein the company has the intention to hold to maturity are classified as "Held to Maturity". "Held to Maturity" investments are carried at cost.

e Financial Instruments

Financial Instruments are contracts that give rise to a financial asset of one entity and a financial liability or equity instrument of another entity.

Financial Assets and Financial Liabilities are recognised on the Credit Union's Statement of Financial Position when the Credit Union becomes a party to the contractual provisions of the instrument.

(i) Financial Assets

Purchases and sales of financial assets are recognised or derecognised on the trade date, that is, the date on which the Credit Union commits itself to purchase or sell an asset.

When Financial Assets are recognised initially, they are measured at fair value of the consideration given plus transaction costs directly attributable to the acquisition of the asset.

Financial Assets are derecognised when the contractual rights to receive the cash flows expire or where the risks and rewards of ownership of the assets have been transferred.

2 **SIGNIFICANT ACCOUNTING POLICIES (Continued)**

e Financial Instruments (continued)

(ii) Impairment of Financial Assets

The Credit Union assesses at each Statement of Financial Position date whether there is objective evidence that a financial asset or group of financial assets is impaired.

A financial asset or group of financial assets is impaired and impairment losses are incurred if and only if, there is objective evidence of impairment as a result of one or more events that occurred after the initial recognition of the asset (a "loss event") and that event (or events) has an impact on the estimated future cash flows of the financial asset or group of financial assets that can be reliably estimated. Impairment Losses are recognised in the Statement of Comprehensive Income.

(iii) Financial Liabilities

When Financial Liabilities are recognised initially, they are measured at fair value of the consideration given plus transaction costs directly attributable to the acquisition of the liability. Financial Liabilities are re-measured at amortised cost using the effective interest method.

Financial Liabilities are derecognised when they are extinguished, that is, when the obligation specified in the contract is discharged, cancelled or expired. The difference between the carrying amount of a Financial Liability extinguished and the consideration paid is recognised in the Statement of Comprehensive Income.

(iv) Fair Values

The carrying amounts on the following financial assets and financial liabilities approximate to their fair cash value:

- cash
- bank accounts
- available for sale investments
- accounts receivable and prepayments
- loans to members
- members' shares
- members' deposits
- accounts payable and accruals

(v) Credit Risk

Credit risk arises when a failure by counter parties to discharge their obligations could reduce the amount of future cash inflows from financial assets on hand at the reporting date. The Credit Union relies heavily on a written Loan Policy Manual, which sets out in detail the policies governing the lending function and provides a comprehensive framework for prudent risk management of the credit function. Adherence to these guidelines is expected to communicate the Credit Union's lending philosophy, provide policy guidelines to team members involved in lending, establish minimum standards for credit analysis, documentation, decision making and post-disbursement administration and create the foundation for a sound credit portfolio.

Notes (continued)

for the year ended 31st December 2017

2 **SIGNIFICANT ACCOUNTING POLICIES (Continued)**

- e** The Credit Union's loan portfolio is managed and consistently monitored by the Credit Committee and is adequately secured by collateral and where necessary, provisions have been established for potential credit losses on delinquent accounts.

Cash balances are held with credit quality financial institutions and the Credit Union has policies to limit the amount of exposure to any single financial institution.

The Credit Union also actively monitors global economic developments and government policies that may affect the growth rate of the local economy.

(vi) Foreign Exchange Risk

The Credit Union has investments that are exposed to a currency translation risk and foreign exchange risk. These investments are held locally with a stable economic exchange rate at the date of these financial statements.

f Cash and Cash Equivalents

Cash and Cash Equivalents are carried in the Statement of Financial Position at cost. For the purpose of presentation in the Statement of Cash Flow, cash and cash equivalents comprise cash, bank and short term investments.

g Accounts Receivable

Accounts Receivable is carried at anticipated realizable value, realizable value being the original invoice amount less provision made for impairment. A provision for impairment of accounts receivable is established when there is objective evidence that the Credit Union is unable to recover amounts due. The value of the provision is the difference between the carrying and the recoverable amount.

h Loans to Members

Loans to Members are stated at principal amounts outstanding inclusive of interest accrued. Specific provisions are made for potential losses on non-performing loans on the basis of net realisable value. Periodic portfolio reviews are conducted during the course of each year to determine the adequacy of provisions.

Loans are secured by various forms of collateral, including charges over tangible assets, certificates of deposit and assignment of funds held with other financial institutions.

i Members' Deposits

Members' Deposits are stated at the principal amounts invested by members together with any capitalised interest. Members' Deposits bear interest at rates that are not significantly different from current market rates and are assumed to have discounted cash flow values which approximate carrying values.

Notes (continued)

for the year ended 31st December 2017

2 PROPERTY, PLANT AND EQUIPMENT

j Revenue Recognition Loan Interest

Interest charged on all loans to members is calculated on the outstanding balance at the end of each month on the accruals basis.

Non-performing loans are amounts for which interest no longer continues to be accrued because there is doubt as to the recoverability of the loans. Income from non-performing loans is taken into income on a cash basis, but only after prior specific provisions for losses have been made.

Investment Income

Income from investments is accounted for on the accruals basis except for dividends, which are accounted for on a cash basis.

Rental Income

Rent Income is recognized on the accrual basis based on terms of the rental agreement.

k Dividends Payable to Members

Dividends are computed on the basis of the average value of shares in issue throughout the year, the average being determined on the basis of the value of shares held at the end of each month. Dividends that are proposed and declared after the reporting date are not shown as a liability in the Statement of Financial Position.

l Foreign Currency Translation

Monetary assets and liabilities denominated in foreign currencies are expressed in Trinidad and Tobago Dollars at rates prevailing at the date of the Statement of Financial Position. All revenue and expenditure transactions denominated in foreign currencies are translated at the exchange rates prevailing at the dates of the transactions. Gains and losses thus arising, are reported in the Statement of Comprehensive Income.

m Provisions

Provisions are recognised when the Credit Union has a present legal or constructive obligation as a result of past events. It is more likely than not that an outflow of resources will be required to settle an obligation and the amount has been reliably estimated. The amount recognised as a provision is the best estimate of the consideration required to settle the present obligation at the Statement of Financial Position date, taking into account the risks and uncertainties surrounding the obligation. Where a provision is measured using the cash flows estimated to settle the present obligation, its carrying amount is the present value of those cash flows.

n Comparative Figures

Certain changes in the presentation of the financial statements have been made during the year and comparative figures have been re-stated accordingly. These changes have no impact on the prior year surplus.

Notes (continued)

for the year ended 31st December 2017

(with comparative figures for the year ended 31st December 2016)

3 PROPERTY, PLANT AND EQUIPMENT

	REAL ESTATE	BUILDING IMPROVEMENTS	OFFICE AND COMPUTER EQUIPMENT	OFFICE BOARD ROOM FIXTURES AND FITTINGS	WORK IN PROGRESS/ MOTOR VEHICLE	TOTAL
	\$	\$	\$	\$	\$	\$
As at 31st December 2017						
Net Book Value at 01.01.17	15,611,035	1,402,284	907,123	126,062	20,207	18,066,711
Additions	-	391,370	143,131	32,728	-	567,229
Disposals	-	(12,018)	-	-	-	(12,018)
Depreciation Charge	(220,021)	(189,637)	(306,337)	(56,737)	(20,206)	(792,938)
Net Book Value at 31.12.17	15,391,014	1,591,999	743,917	102,053	1	17,828,984
At 31st December 2017						
Cost	16,972,511	2,412,249	2,826,975	730,544	242,445	23,184,724
Accumulated Depreciation	(1,581,497)	(820,250)	(2,083,058)	(628,491)	(242,444)	(5,355,740)
Net Book Value at 31.12.17	15,391,014	1,591,999	743,917	102,053	1	17,828,984
As at 31st December 2016						
Net Book Value at 01.01.16	15,831,056	1,068,290	298,866	159,552	533,139	17,890,903
Additions	-	486,393	810,514	27,587	-	1,324,494
Disposals	-	-	-	-	(464,444)	(464,444)
Depreciation Charge	(220,021)	(152,399)	(202,257)	(61,077)	(48,488)	(684,242)
Net Book Value at 31.12.16	15,611,035	1,402,284	907,123	126,062	20,207	18,066,711
At 31st December 2016						
Cost	16,972,511	2,032,897	2,683,844	697,816	242,445	22,629,513
Accumulated Depreciation	(1,361,476)	(630,613)	(1,776,721)	(571,754)	(222,238)	(4,562,802)
Net Book Value at 31.12.16	15,611,035	1,402,284	907,123	126,062	20,207	18,066,711

Notes (continued)

for the year ended 31st December 2017

(with comparative figures for the year ended 31st December 2016)

3 **PROPERTY, PLANT AND EQUIPMENT (continued)**

Real Estate includes:

- Land and Building situated at Lot A, Corner Bushe Street and Southern Main Road, Curepe.
- Land and Building situated at No. 255A Fyzabad Guapo Main Road, Fyzabad.
- Land and Building situated at No. 27 Road Reserve, Off Fyzabad Guapo Main Road, Fyzabad.

At 31st December 2017, the Credit Union's property located at Lot A, Corner Bushe Street and Southern Main Road, Curepe is stated at revalued amounts determined by independent valuations. The property was revalued by G. A. Farrell & Associates Limited on 12th November 2014.

Valuations were made on the basis of open market value. The revaluation surplus for the period was credited to the Property Revaluation Reserve in Members' Equity.

A revaluation was carried out on the land and building located at No. 255A Fyzabad Guapo Main Road, Fyzabad and No. 27 Road Reserve, Off Fyzabad Guapo Main Road, Fyzabad on 28th September 2012 when the properties were acquired by the Credit Union.

If Real Estate were stated on the historical cost basis, the amount would be as follows:

	2017 \$Tl	2016 \$Tl
Cost	14,960,701	14,960,701
Accumulated Depreciation	(1,272,265)	(1,272,265)
	<u>13,688,436</u>	<u>13,688,436</u>

Notes (continued)

for the year ended 31st December 2017

(with comparative figures for the year ended 31st December 2016)

4 **BANK**

The Credit Union maintains five (5) bank accounts and one (1) credit card account. The balances at the date of the financial statements are detailed as follows:

	2017 \$TT	2016 \$TT
RBC Royal Bank (Trinidad and Tobago) Limited - TTD	2,010,262	1,369,568
RBC Royal Bank (Trinidad and Tobago) Limited - USD	16,161	35,954
Republic Bank Limited - TTD	99,192	100,058
JMMB Bank - TTD	100,197	112,436
RBC Royal Bank (Trinidad and Tobago) Limited - Credit Card Account	35,213	4,504
Guardian Asset Management and Investment Services Limited	2,394	-
	<u>2,263,419</u>	<u>1,622,520</u>

5 **SHORT-TERM INVESTMENTS**

Short-Term Investments consist of deposits held at the following financial institutions:

Available for Sale

	2017 \$TT	2016 \$TT
Central Finance Facility Co-operative Society of Trinidad and Tobago Limited	1,032,255	1,015,000
Trinidad and Tobago Unit Trust Corporation - TTD Income and Growth Fund	4,060,374	3,892,396
Roytrin Mutual Funds - TTD Income and Growth Fund	1,077,170	978,472
Trinidad and Tobago Unit Trust Corporation - TTD Income Fund	46,772	46,225
	<u>6,216,571</u>	<u>5,932,093</u>

Held to Maturity

Guardian Holdings Limited - Secured Bond	70,162	-
KCL Capital Market Brokers Limited	-	505,182
	<u>6,286,733</u>	<u>6,437,275</u>

6 **ACCOUNTS RECEIVABLE AND PREPAYMENTS**

Accounts Receivable and Prepayments consist of the following:

	2017 \$TT	2016 \$TT
Interest Receivable on Investments	58,371	42,495
Prepayments	267,148	203,922
Other Receivables	41,951	366,148
	<u>367,470</u>	<u>612,565</u>

Notes (continued)

for the year ended 31st December 2017

(with comparative figures for the year ended 31st December 2016)

7 **LOANS TO MEMBERS**

Loans to Members are stated at principal amounts outstanding inclusive of interest accrued. Delinquent Loans amounted to \$3,497,815 and \$2,125,820 at 31st December 2017 and 31st December 2016 respectively.

Loans are secured by various forms of collateral including charges over tangible assets, certificates of deposits and assignment of funds held with other financial institutions.

The Reserve Fund may, with the approval of the Commissioner for Co-operative Development, be applied to cover bad debts or losses sustained through extra-ordinary circumstances over which the Credit Union has no control. During the year under review, the Reserve Fund was not used.

	2017 \$'000	2016 \$'000
Types of Loans		
Personal	23,535,429	22,371,703
Demand	14,296,847	15,352,902
Vehicle	10,695,849	12,723,998
Mortgage	6,347,879	4,949,630
Gen Y Loan	5,393,503	7,221,897
Demand Loan - Debt Consolidation	6,077,165	4,426,145
Retiree	5,914,307	3,721,823
Interest Free	75,669	10,000
Line of Credit	1,386,421	873,311
Demand Loan - Early Bird	39,354	112,641
E-Care Signature Loan	550,450	144,041
	<hr/> 74,312,873	<hr/> 71,908,091
Less: Provision for Loan Losses	(1,864,359)	(1,985,700)
	<hr/> 72,448,514	<hr/> 69,922,391

Notes (continued)

for the year ended 31st December 2017

(with comparative figures for the year ended 31st December 2016)

8 OTHER INVESTMENTS	2017 \$T	2016 \$T
Other investments consist of the following:		
Available for sale:		
Quoted		
Unilever Caribbean Limited - 6,888 Shares	199,752	412,178
Republic Bank Limited - 12,542 Shares	1,273,138	1,360,054
National Enterprises Limited - 10,000 Shares	98,000	106,500
Guardian Holdings Limited - 6,579 Shares	112,896	83,224
Royal Bank of Canada - 2,693 Shares	1,455,714	1,246,780
Sagicor Financial Corporation - 27,400 Shares	214,542	211,801
First Citizens Bank Limited - 10,256 Shares	328,295	358,755
The West Indian Tobacco company Limited - 790 Shares	79,000	100,283
Scotiabank Trinidad and Tobago Limited - 7,335 Shares	440,834	431,591
Trinidad and Tobago Unit Trust Corporation - 9957 Guardian Shares	213,080	218,900
	4,415,251	4,530,066
Held to Maturity		
Trinidad and Tobago Mortgage Finance Company Limited - Secured Bonds	915,105	-
Unquoted		
Antilles Credit Union Shares	1,577	1,577
Central Finance Facility Co-operative Society of Trinidad and Tobago - 13 Shares	325,000	325,000
Co-operative Credit Union League of Trinidad and Tobago - 5,000 Shares	5,000	5,000
	331,577	331,577
TOTAL OTHER INVESTMENTS	5,661,933	4,861,643

9 RESERVE FUND

In accordance with the Co-operative Societies Act 1971, Section 47 (2) and the Credit Union Bye-Laws at least ten percent (10%) of the net surplus for the year is to be appropriated to the Reserve Fund.

10 EDUCATION FUND

In accordance with the Credit Union Bye-Laws an amount not exceeding five percent (5%) but not less than two percent (2%) of the net surplus for the year after making appropriations to the Reserve Fund is transferred to an Education Fund.

Notes (continued)

for the year ended 31st December 2017

(with comparative figures for the year ended 31st December 2016)

11 **BUILDING IMPROVEMENT FUND**

The Building Improvement Fund was implemented and approved by the Board of Directors with effect from 31st December 2016. An amount of 2.5% on the net surplus, after making appropriations to the Reserve and Education Fund will be apportioned to a Building Improvement Fund.

12 **SHARE REVALUATION RESERVE**

	2017 \$IT	2016 \$IT
Unrealised gain on Available for Sale Investments	<u>1,838,405</u>	<u>1,794,464</u>

This is in accordance with International Accounting Standard (IAS) 39.

13 **MEMBERS' SHARES**

The Credit Union Bye-Laws allow for the issue of an unlimited number of shares of \$5 each.

14 **ACCOUNTS PAYABLE AND ACCRUALS**

Accounts payable and accruals consist of the following:

	2017 \$IT	2016 \$IT
CUNA Insurance Premiums	282,064	139,445
Interest Payable on Members' Deposits	142,439	91,612
Payroll Deductions Payable	52,365	144,435
Other Payables	571,615	371,641
	<u>1,048,483</u>	<u>747,133</u>

15 **CAPITAL RISK MANAGEMENT**

The Credit Union manages its capital to ensure that it will be able to continue as a going concern while maximising the return to members and providing value to its members by offering loans and savings facilities. The Credit Union's overall strategy remains unchanged from previous years.

The capital structure of the Credit Union consists of equity attributable to members, which comprises reserves and undivided earnings.

16 **DIVIDENDS PAYABLE TO MEMBERS**

The Board of Directors has proposed an average dividend of 4.5% for the year ended 31st December 2017. This is subject to approval by the membership at the Annual General Meeting and is not recorded as a liability in these financial statements.

Schedules to the Statement of Comprehensive Income

for the year ended 31st December 2017

(with comparative figures for the year ended 31st December 2016)

1 **LOAN INTEREST**

Loan Interest earned include fees and are detailed as follows:

	2017	2016
	\$Tt	\$Tt
Personal Loans	3,290,467	2,865,494
Demand Loans	2,601,749	2,323,979
Vehicle Loans	1,126,413	1,806,847
Debt Consolidation Loans	851,267	764,370
Gen Y Loans	696,166	623,704
Mortgage Loans	393,937	304,277
Retirees Loans	423,287	322,190
E-Care Signature Loans	107,010	124,803
Early Bird Loans	15,710	19,770
Line of Credit	155,768	114,228
Fees	531,316	490,769
Sou Sou Loans	-	177
	10,193,090	9,760,608

FINANCIAL EXPENSES

	2017	2016
	\$Tt	\$Tt
Interest on Members' Fixed Deposit	449,248	382,630
Interest on Retirement Account	119,084	99,789
Bank Charges and Interest	103,732	92,452
Credit Report Charges	9,841	27,209
	681,905	602,080

Schedules to the Statement of
 Comprehensive Income (continued)
 for the year ended 31st December 2017
 (with comparative figures for the year ended 31st December 2016)

3 GENERAL AND ADMINISTRATIVE EXPENSES

	2017	2016
	<u>\$Tt</u>	<u>\$Tt</u>
Salaries and Staff Benefits	3,135,012	2,722,960
Property Expenses - Curepe	302,996	309,728
Repairs and Maintenance	233,011	309,927
General Expenses and Security	684,415	819,667
Depreciation	792,937	684,244
Advertising	295,007	105,022
Computer Expenses	327,105	199,300
Software Maintenance	162,812	-
CUNA Insurance	342,073	191,410
Officers' Stipends and Expenses	207,050	192,400
Education, Social Expenses and Co-operative Activities	191,417	134,297
Group Health and Pension	147,304	126,092
Annual General Meeting	150,592	128,880
Meetings and Conferences	116,424	119,468
Telephone	118,417	126,182
Stationery	61,776	99,284
Audit Fees	43,250	30,000
Legal and Professional Fees	43,224	-
Motor Vehicle Expenses	25,122	23,383
Office Expenses	25,253	38,229
Scholarship Fund	23,500	14,291
Donations	13,063	26,360
Insurance	12,964	17,044
Loss on Asset Disposal	12,018	-
League Dues	5,000	5,350
Travelling	913	1,643
Bad Debt	-	13,955
	<u>7,472,655</u>	<u>6,439,116</u>

BUDGET 2018

INCOME	2017		2018
	BUDGET \$	ACTUAL \$	BUDGET \$
LOAN INTEREST	11,522,400.00	10,193,090.35	12,600,000.00
INVESTMENT	335,000.00	292,793.02	400,000.00
MISCELLANEOUS	882,400.00	845,253.00	880,400.00
TOTAL INCOME	12,739,800.00	11,331,136.37	13,880,400.00
EXPENDITURE			
Administrative Expenses			
Salaries & Staff Benefits	3,649,450.56	3,282,316.00	3,800,000.00
Advertising/Marketing	200,000.00	295,007.11	300,000.00
Annual General Meeting	150,000.00	150,592.33	155,000.00
Audit Fees	35,000.00	43,250.00	48,000.00
IT/Social Media Expenses	341,897.50	489,917.00	550,000.00
CUNA LPLS Insurance	348,000.00	342,072.63	365,000.00
Depreciation	720,000.00	792,936.65	820,000.00
Donations	18,000.00	13,063.40	18,000.00
Education & Social Expenses	110,000.00	191,417.00	100,000.00
General Expenses	60,000.00	43,585.64	30,000.00
League Dues	6,000.00	4,999.92	6,000.00
Legal & Professional Services	50,000.00	43,223.74	10,000.00
Meetings/Conferences	294,000.00	116,424.00	218,000.00
Office Expense/Equipment Rental	131,000.00	25,253.00	126,000.00
Officers Expenses	337,000.00	207,050.00	250,000.00
Scholarship - DDSEA & DPM	30,000.00	23,500.00	30,000.00
Stationery, printing and postage	85,000.00	61,775.64	75,000.00
Travelling	8,000.00	913.00	2,000.00
Vehicle Maintenance	25,000.00	25,121.54	35,000.00
TOTAL ADMINISTRATIVE EXPENSES	6,598,348.06	6,152,418.60	6,938,000.00
Financial Expenses			
Bank Charges	103,200.00	103,732.46	105,000.00
Credit Report Charges	15,975.00	9,840.83	12,000.00
Interest on Fixed Deposits	498,000.00	568,331.56	620,000.00
Interest on Retirement Account	300,000.00	-	-
Loan Servicing	78,000.00	-	-
Provision for Loan Loss	-	-	2,000,000.00
TOTAL FINANCIAL EXPENSES	995,175.00	681,904.85	2,737,000.00
Occupancy Expenses			
Building Insurance	68,455.00	65,455.04	68,000.00
Repairs and Maintenance	256,100.00	233,010.60	119,100.00
Security	606,800.00	652,848.23	680,000.00
Utilities	349,200.00	368,923.00	300,000.00
TOTAL OCCUPANCY EXPENSES	1,280,555.00	1,320,236.87	1,167,100.00
TOTAL EXPENSES	8,874,078.06	8,154,560.32	10,842,100.00
NET INCOME	3,865,721.94	3,176,576.05	3,038,300.00

RESOLUTIONS

1. BE IT RESOLVED THAT a dividend of 4.5% be declared for the year 2017.

BE IT FURTHER RESOLVED THAT the dividend be credited to members' accounts by April 01, 2018, AND BE IT FURTHER RESOLVED

THAT the dividend payment be made to either of the following:

- Shares Account
- Retirement Account
- Loan Account

And be it further resolved that any account which is in arrears, the said sum be credited to outstanding loan and interest.

2. BE IT RESOLVED THAT the firm BOB GOPEE AND ASSOCIATES be appointed as the External Auditor for the year 2018.
3. BE IT RESOLVED THAT for the period January 2018 to December 2018 a sum of Two Hundred Thousand Dollars (\$200,000.00) be allocated for payment as a stipend for all officers. The Board of Directors shall determine the amount per office.
4. WHEREAS provisions are made in the Co-operative Societies Act and the Society's Bye Laws for Maximum Liability;

BE IT RESOLVED THAT THE Annual General Meeting authorise the sum of \$40,000,000.00 as the Maximum Liability and that a request be made to the Commissioner for Co-operatives to give final approval.

March 2018

PROPOSED BYE LAW AMENDMENTS

BYE-LAWS #	APPROVED BYE LAWS	BYE-LAWS #	PROPOSED BYE-LAW AMENDMENTS
4a.	i. All members residing in Trinidad and Tobago iv. Any other persons who the Board may admit from time to time	4a.	i. All nationals and naturalized citizens - Amended iv. Naturalized citizens must provide Certificate of Registration as a Resident of Trinidad and Tobago. - New v. Any other persons/organizations who the Board may admit from time to time. - New
7a.	Capital – Shares (an undetermined number) to the value of Five dollars each \$5.00 each.	7a.	Capital – Shares (an undetermined number) to the value of TWENTY DOLLARS (\$20.00) each. - Amended
7b.	Deposits from members	7b.	Deposits – Savings Deposits which can be withdrawn at any time subject to the notice required by the Board. - Amended
8a.	Shares shall be valued at five dollars (\$5.00) each and may be purchased weekly, fortnightly or monthly by payroll deductions, Banker’s Order or directly at the Society.	8a.	Shares shall be valued at TWENTY DOLLARS (\$20.00) each and may be purchased weekly, fortnightly or monthly by payroll deductions, Banker’s Order or directly at the Society. - Amended
8c.	Every member shall contribute at least fifty (50) additional shares by the end of each financial year. This provision does not apply to members under the age of Eighteen (18) years.	8c.	Every member shall contribute at least TWENTY-FIVE (25) additional shares by the end of each financial year. This provision does not apply to members under the age of Eighteen (18) years. - Amended
8d.	Where any member fails to satisfy the requirement of Bye Law 8 (c), he shall receive no dividend on the additional share increase which is less than Two Hundred and Fifty dollars (\$250).	8d.	Where any member fails to satisfy the requirement of Bye Law 8 (c), he shall receive no dividend on the additional share increase which is less than FIVE HUNDRED DOLLARS (\$500.00) - Amended
10.	A member may withdraw any portion of his share capital not otherwise pledged to the Society on demand except that the Board may require notice of a period not exceeding Sixty (60) days of his intention to withdraw the whole or any part of the amount paid by him on his share account.	10.	A member may withdraw all or any of his shares from the Society but not so as to reduce the total of his shareholding below his total debts to the Society or the minimum of shareholding as prescribed by the Board. The Board may require a member to give written notice of his intention to withdraw the whole or any part of his shares; provided that not more than sixty (60) days of such notice is required in the case of shares. - Amended
13c.	Deposits – Interest shall accrue on deposits of not less than five hundred dollars (\$500.00).	13c.	Deposits – Interest is to be paid on Deposits as determined by the Board of Directors from time to time. - Amended
29b.	Composition	29b.	Composition v. If the society has employed a CEO or General Manager, he or she, may perform the duties as Treasurer or Secretary of the society. The CEO or General Manager shall not be a member of the board. - New vi. President shall serve for no more than two (2) consecutive terms. - New