



# 59<sup>th</sup> AGM

**Lurgan Credit Union Limited**  
AGM 2022

IMAGINE MORE



**LURGAN**  
CREDIT UNION LIMITED

# MONSTER LOANS

**Up to £60,000**

For big dreams, small  
dreams and those in  
between, we can help  
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**NO SHARES REQUIRED TO APPLY.**

Loans are subject to approval. Terms and conditions apply. If you do not meet the repayments on your loan, your account will go into arrears. This may affect your credit rating which may limit your ability to access credit in the future. Lurgan Credit Union Limited is authorised by the Prudential Regulation Authority, and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Registered address: 40 Church Place, Lurgan, Craigavon, BT66 6EU. FRN 573785.



**LURGAN**  
CREDIT UNION LIMITED

**IMAGINE MORE**



## Board Members



Martin Cullen  
Chairman



Eileen Doran  
Treasurer



Dympna Quinn  
Secretary



James Smyth



Anne Mullan



Fionnuala Mc Ginn



Chris Quinn

## Supervisory Members



Louise Johnston



Paul Comac

## Staff Members



Staff members bottom row left to right are: Ryan McCaughley, Sharon Cassidy, Enya Brady, Lynda Treanor.  
Top row left to right: Callum McCann, Danielle Harbinson, Kim Bunting, Cathy Convie, Julie Nelson, Chloe Bunting, Lauren Johnston.

## Management



Fiona Clarke  
CEO



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



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



Janette Lennon  
Manager  
(Risk & Compliance)

## Credit Committee



Maria Crooks



Evelyn Clark



Sarah McGibbon  
Manager (Counter, Foreign  
Exchange & Insurance)

Missing:  
Eimear Barbour-  
Mulholland

# Order of Business at Annual General Meeting

## Rule 60

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

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

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



*7th Dromore Scouts Scout Leader Dee Ruddy*



*Craigavon City FC*



# Standing Orders for Credit Unions

## 1. VOTING

Each member shall be entitled to one vote irrespective of his/her shareholding, in accordance with Rule 57 of the Standard Rules (except the presiding member, in the limited circumstances set out in Rule 57).

## 2. ELECTION PROCEDURE

When nominations are announced tellers shall be appointed by the chairman and ballot papers shall be distributed. Elections shall be in the following order:

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

When voting is completed, the votes shall be taken and tallied by the tellers. Any ballot paper which contains more votes than the number required shall be void. All elections shall be by majority vote. When the votes have been counted by the tellers the results shall be announced by the chairman. In the event of all vacancies not being filled by the first ballot, further ballots shall be taken as required. (Standard Rule 74).

## 3 - 8 MOTIONS

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

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

## 9 – 13 MISCELLANEOUS

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

## 14. SUSPENSION OF STANDING ORDERS

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

## 15. ALTERATION OF STANDING ORDERS

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

## 16. ADJOURNMENTS

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

## 59<sup>th</sup> AGM – Chairman's Address

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

This time 12 months ago Covid was having a major impact on all our lives. People's jobs were under threat, movements were restricted, and we had all experienced several lockdowns. Thankfully vaccines have now been developed and delivered to most people, but Covid is still an issue even today. Financially people were talking about fuel prices rising there was talk of inflation, The Protocol etc. Sadly, these have come to pass and are now realities. But the one financial beacon still shining brightly for many through these worrying times is their Credit Union.

Lurgan Credit Union has always been there for its members. But like all credit unions it can only happen through the dedication of the volunteers, be they Credit Committee members, Supervisory Committee or Board members and of course the staff. So it is with gratitude that I say Thank you to Rose Skeffington who is standing down after 30 years as a volunteer in LCU. Rose has been on the Board as well as several committees, most recently holding the posts of Membership and Insurance Officers. She offered great local knowledge and always had the interests of our members at heart. She will be missed on the Board. We also have to say thank you and goodbye to a long serving member of our Credit Committee, Eddie Donnelly, who is retiring after 38 years of giving to the local community. Can I remind you the members, we are always looking for people who can offer their help with various

posts within the volunteer structure so if you or anyone you know feel they would have the time to offer to the Credit Union especially in the areas of

IT or the legal fields, we would ask you to please contact any member of staff for further details.

At this point I want to also say thank you to all our staff and management who continue to work hard for you, our members. They are a great team. Also, a warm welcome to our new staff members.

As the branches of many of our major banks continue to close in the town, Lurgan Credit Union remains committed to maintaining our services and indeed adding to them within our local community offering that personal, face-to-face service.

Credit unions continued to serve their members throughout the COVID-19 pandemic, acting as an essential service. Their focus throughout has been to continue to work in a way that best works for members. The accessibility of credit unions and their ability to continue to provide services



to members and communities has brought huge value to many communities during the pandemic.

Lurgan Credit Union remains a vital and accessible provider of affordable and ethical financial services. We at LCU continue to evolve, we have had very favourable feedback from members using the new interactive website that allows members greater opportunities to find the information they want more easily and to offer greater control of their accounts, or indeed to become a member. With the introduction of Nestegg, members can apply for a loan online while seeing in real-time the options available for payment amounts and loan period. This has been welcomed by members who have seen both the application process and decision time greatly eased and speeded up. We have seen a great response to the introduction of higher lending, where members can now apply for loans up to £60,000, (subject to terms and conditions). We have improved our payments by debit card system for those members who find that a useful tool.

When people suffer reduced income, or worse still lose their jobs, credit unions are the ultimate, and often the only, door open to them. We want our community to know that Lurgan Credit Union stands ready to deliver for its members and repay the loyalty shown to Lurgan Credit Union by its members over the last 60 years. To this end I would urge any member to come in and talk to us if or when they experience hardship in their

financial lives, don't wait until it's too late, you will find our staff are very understanding. We are also committed to financial education and to ensuring our members fully understand the financial products out there, and to that end, money education is a feature of our new website.

Supporting local initiatives has long been a feature of Lurgan Credit Union. In recent months we have seen huge increases in the number of local groups asking for our support and we will always endeavour to help as many as we can.

We again had a very impressive entry for our Art Competition in October. We congratulate the winners in the various categories and the prize day will be on Saturday 10th December in Brownlow hub. We are proud of the role we continue to play in being not only a financial institution but also a valuable resource for the community.

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



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

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

I would like to take this opportunity to remind members of a few things they may like to think about regarding their accounts:

Is your Beneficiary up to date?

Are your contact details correct and up to date?

Always keep your passwords etc safe and never give another individual details of your account.

Take the opportunity to visit our website [www.lurgancu.com](http://www.lurgancu.com) to see the many new services we now offer.

Unfortunately, many members have experienced the most trying of times in this past year, none more so than when a loved one dies. Lurgan Credit Union, like many credit unions, try to ease the burden on families at these times and as a result we have given member's families around £632,000 in funeral assistance this year. Our treasurer, Eileen Doran, will give greater detail on this and other financial matters in her report later in the meeting.

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

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

Thank you.

**Martin Cullen**  
Chairman

## Treasurer's Report 2022

Compared Since our AGM last year, the high rate of inflation and rising interest rates have contributed to the cost of living crisis we all now face. This comes on top of years of austerity, Brexit and the Covid-19 pandemic. Yet, despite these challenges, Lurgan Credit Union has had another successful year, which speaks volumes for the vital role it plays in our community.

It is understandable that these economic factors may have influenced how our members used credit union services over the year, in saving a bit less and borrowing more. During the year members' shares decreased slightly to just under £75 million, while members' loans increased by 10% to £26.3 million.

We would like to thank our members for their support and loyalty and to encourage them to continue to use Lurgan Credit Union for all their saving and borrowing needs and to promote our services to family and friends, while we continue to invest in and improve our counter and online services.

Maintaining the ratio of loans to shares is key to ensuring that credit union funds are available and used effectively in the members' best interests. The board and management monitored this ratio carefully and watched it slowly rise from 31.2% last year to 35.2% at the end of this year.

In addition, the board decided to maintain the interest rate charged on personal loans at 7.5%, in recognition of the fact that some of our members are facing hardship in these very difficult economic circumstances that show no sign of easing in the foreseeable future. The board will keep reviewing policies in this way to ensure that the best possible products, flexibility and support are provided to members.

This year, impaired loans were only 1.86% of gross loans. This highlights the dedication and sensitivity of our Credit Control staff, who are proactive with members experiencing financial difficulty in repaying their loans. We would like to take this opportunity to encourage anyone who is having similar difficulty to contact our Credit Control Team. They will discuss your account with you in private and, if you have a loss of income, they will look at a temporary reduced payment for you.

It also means that more than 98% of gross loans this financial year were repaid exactly as agreed with the member. This performance highlights the loyalty and diligence of our members in repaying their loans, these are values that have remained constant over the years, despite the economic

difficulties we have faced and for that, we say thank you to all our members.

The Income and Expenditure Account for this financial year shows a surplus of £371,617: a decrease of 36.4% over the previous year. Income increased 16%, from £2.46 million last year to £2.86 million this year. Expenditure also increased, last year it was £1.88 million, this year it was £2.49 million.

The three largest areas of expenditure this year were Employment Costs, Funeral Assistance and Loan Protection Insurance, which we provide free of charge to members.

On the other hand, we achieved efficiencies in our budgets for bank charges, training and the telephone system. This last expense was reduced by almost 80% when we changed our supplier. I trust that reassures our members that, although the expenses are increasing year on year, and inflation is a factor, we constantly strive to find best value for money.

Turning now to the Balance Sheet for this financial year, Liabilities decreased by 2.67% compared to September 2021, and this was attributable to the decrease in members' shares. Assets also decreased during the year by 2.46%. Overall, after consideration of the dividend and loan rebate, the General Reserve was recalculated to £11,044,519. This figure represents 12.73% of total assets. Whilst this is more than the regulatory requirement of a blended limit of up to 10%, the board deemed it prudent to do this in the light of the economic climate.

This sort of decision shows the work involved in keeping the credit union going:

constantly monitoring and reviewing financial performance, using a framework of governance and a system of strict controls to ensure prudence in decision-making, compliance with regulatory requirements and to mitigating against any risks.

Finally, I would like to offer a huge thank you firstly to our accountants, McCleary and Co Ltd for their help and support throughout the year and in preparing our end of year accounts, secondly to the board of directors, our volunteers and our dedicated management and staff, who go the extra mile to ensure the very best service to our members and, finally, thank you to our members, who remain at the centre of all that we do. ■

# Income and Expenditure Account

## for the Year Ended 30 September 2022

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

### • Net Interest Income

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

2022  
£

1,800,449  
627,722  
57,749  
(5,978)

2,479,942

384,001  
(718,050)  
(48,175)  
(1,496,995)  
(109,839)  
490,884  
(119,267)  
371,617  
0  
371,617

2021  
£

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

2,433,054

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



Craigavon Lakers



# Balance Sheet

as at 30 September 2021

	2022 £	2021 £
<b>Assets</b>		
• Cash and cash equivalents	1,902,762	1,774,375
• Tangible fixed assets	703,518	732,600
• Loans to members - Gross	26,358,017	24,063,024
• Provisions against loans to members	(582,892)	(487,428)
• Prepayments and accrued income	779,296	588,293
• Deposits - Cash Equivalent	21,399,113	20,976,301
• Deposits - Other	36,177,177	41,282,370
• Stocks	3,600	3,600
• <b>Total assets</b>	<b>86,740,591</b>	<b>88,933,135</b>
<b>Liabilities</b>		
• Members' shares	70,585,278	72,660,328
• Minors' deposits	4,110,195	4,077,135
• Easy Share Account	277,329	282,390
• Other creditors	386,020	407,117
• <b>Total liabilities</b>	<b>75,358,822</b>	<b>77,426,970</b>
<b>Assets Less Liabilities</b>	<b>11,381,769</b>	<b>11,506,165</b>
<b>Reserves</b>		
• General reserve	11,044,519	11,010,165
• Unappropriated surplus	337,250	496,000
• <b>Total reserves</b>	<b>11,381,769</b>	<b>11,506,165</b>

# HOME HEATING LOANS

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

**Lurgan Credit Union Limited**

**Apply online through [Lurgancu.com](http://Lurgancu.com)  
or call us on 02838325016**

**NO SHARES REQUIRED TO APPLY.**

Loans are subject to approval. Terms and conditions apply. If you do not meet the repayments on your loan, your account will go into arrears. This may affect your credit rating which may limit your ability to access credit in the future. Lurgan Credit Union Limited is authorised by the Prudential Regulation Authority, and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Registered address: 40 Church Place, Lurgan, Craigavon, BT66 6EU. FRN 573785.



**LURGAN**  
CREDIT UNION LIMITED

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## Credit Committee Report

Our Loans Department has continued to support our members following the challenges of Covid-19 and now the cost-of-living crisis. We offer our members the chance to apply for loans online and over the telephone.

- This year we assessed **6,006** loan applications.
- **5,252** loan applications were successful to the value of **£15,705,679**.
- **78%** of loans were approved within 24 hours.
- The weekly average amount passed in loans was just over **£300,000**.
- **754** loans were deferred for various reasons, giving the member the option of re-applying.

With the introduction of Higher Lending, members can now apply for loans up to **£60,000**. These loans are assessed by a Higher Lending Committee. To date they have approved loans to the value of almost **£800,000**.

Each loan application is considered based on the member's capacity to repay, via an affordability assessment, along with their commitment to their Agreed Loan Repayment. Credit Checking is also one of the tools used when assessing a member's loan. Lurgan Credit Union Ltd. is committed at all times to ensuring responsible lending.

The purpose given by members for borrowing covered a wide range and as in past years, the most popular loans were for Cars, Home Improvements, Holidays and Christmas expenses. We are also seeing a growth in the number of loans given for consolidating other debts, including credit cards and bank loans. With the current economic climate, members want a more affordable loan repayment.

### The Credit Union offers:

- Attractive rate of interest, 7.5% APR;
- Flexible repayments;
- The ability to settle a loan early with no penalties or fees incurred
- No set up fee and loans are insured at no cost to the member (criteria applies).

When applying for a loan, we would encourage you to visit our new website and use the new and easy to use borrowing tool. ■



*George Russell Festival Society Pepe Dorton Hamill secretary & Jim Conway chairman*



*Lurgan Bowling Club*



*Lurgan Lakers Basketball Club*



## Supervisory Committee Report

The Supervisory Committee is an independent committee elected directly by you, the members. The committee works to ensure that the Credit Union operates in the best interests of the members.

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

To enable the committee to carry out its duties an annual plan of work is drawn up and this is adhered to throughout the year. With the support of the staff, the committee was able to carry out virtual cash counts and send out monthly account check letters to randomly selected members. Overall, the committee is satisfied that the credit union is operating correctly.

The Supervisory Committee would like to acknowledge the professional manner in which the Board of Directors and all the office staff transact business on behalf of all our members. The committee extends its appreciation and gratitude to them for all their assistance and co-operation throughout the year. ■



*Lurgan Lakers Basketball Club*



*Moyraverty Arts & Drama Society*



## Credit Control Committee Report

Credit Control continues to play a vital role in our organisation and our team are committed and dedicated in keeping our bad debt under control. We recognise the dedication and commitment our credit control team show in supporting you our members, and in meeting the ever-changing needs of Lurgan Credit Union.

We in Lurgan Credit Union continue to support our community by keeping our doors open and by working with all those members who have and are facing difficult times.

We are pleased to report that this year we have recovered £200,824 from previously written off accounts.

At year end our total loan balance stood at £ 26,358,016. Our current loans that were 3 months or more in arrears represented 1.48% of the value of our total loan portfolio. We want to let you our members know that we continue to offer loans to our community at competitive rates.

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

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



*Lurgan Town FC*



*Oxford Sunnyside FC*



*Santas Grotto North Lurgan*



*Niamh Murray Music*



## Membership Report

Membership of Lurgan Credit Union has continued to grow despite the difficult year. I am pleased to report that 544 new members joined and 329 accounts were transferred from juvenile, bringing our membership to 27,654 at 30th September 2022. In addition, 289 new minor accounts were opened bringing our total minor accounts to 3,798.

Every individual who meets our eligibility criteria is either a member or potential member i.e., if they live or work within our common bond they can apply for membership. We are always looking for new ways to improve the service that we offer and to attract new members.

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

- Current photographic identification
- Current proof of address dated within the last 3 months.

In the case of a minor under 16 years, their full birth certificate will be required with the above.

LCU and its staff and volunteers are trained to comply with the relevant regulations. We ask all members (both current and new) to provide up to date identification. We are currently operating an appointment system for membership. ■



Maginn School of Irish Dancing



St Anthonys Centre Anna Jackson



St Peters GAA 22



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

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

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

The total cost of promotion, education and training over the past year was £23,117.25. This included sponsorship of over 38 different groups and covered many varied activities; sports events, youth club and playgroup activities, school-based initiatives, cross community groups, individuals and of course charitable organisations such as the local St Vincent de Paul, Salvation Army, PIPS and the Southern Area Hospice. In return for this, we would hope that the Credit Union's profile within the community is maintained through display of our logo on sports kits, event programmes, etc, through local press coverage of presentation ceremonies and also through the various strands of social media such as Facebook and Twitter. However, even more important is word of mouth when those groups or individuals assisted by Lurgan Credit Union inform others of our assistance and how we have been of benefit to them.

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

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

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

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

## Insurance Report

I will remind you of the two types of insurance cover Lurgan Credit Union Ltd. provides free of charge to individual members.

1. Loan Protection Insurance - is the cover Lurgan Credit Union Ltd. takes out on the lives of eligible members with a credit union loan. The Loan Protection is designed to clear a loan balance remaining in the unfortunate event of a member's death before the age of 80 or their total and permanent disability from any occupation before age 60. The premium for this insurance is paid for by the credit union who is the policyholder and there is no direct cost to the member for this service. The service is subject to policy terms and conditions of cover, age and maximum cover limits and may require a member to complete a declaration of health.
2. Life Savings Insurance - is the life insurance cover Lurgan Credit Union Ltd. takes out for all eligible members as an additional incentive to save regularly and maintain savings with the credit union. It is designed to protect members while they save, and in the unfortunate event of a member's death, it can pay a benefit to the person(s) nominated by the deceased member. The calculation of the Life Savings Insurance benefit is based on a member's lowest savings balance(s), and/or the age of the member, up to £15,000, the maximum cover limit.

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

Lurgan Credit Union Ltd. initiated a free in-house scheme for Funeral Assistance. This is designed to assist with funeral costs, whereby £3,000 is released to whoever is responsible for the funeral expenses for members who have passed away after 7th December 2020. (£1,000 prior to 7<sup>th</sup> December 2020). This is subject to terms and conditions.

A total of 245 deceased claims were made on behalf of members during the year. These resulted in the payment of loans amounting to £91,846.71 and shares amounting to £335,669.61

The total insurance premium was £399,200.86 during the past year. In return successful claims made under the various schemes have resulted in benefits to members and their families of £427,516.32.

In addition, LCU paid Funeral Assistance in the amount of £632,000 to the person responsible for the funeral expenses. ■



*Scoil Rince ODowd*



*SVP Craigavon Treasurer Frank Lynch*

### Funeral Assistance Eligibility Terms and Conditions

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



## Rule Amendments

The ILCU AGM 2022 took place in April 2022. There were three amendments to the Standard Rules for Credit Unions (Northern Ireland) arising from that meeting. They are as follows:

### Resolution No. 1

That this Annual General Meeting agrees to amend the wording of Rule 155(2) of the Standard Rules for Credit Unions (Northern Ireland) by the deletion of “£10,000” and the replacement of “£20,000” to read as follows:

*For the purposes of the disposal of any property which is the subject of a nomination under Rule 154, if the nomination was made after 20th April 1967 and at the date of the nominator’s death the amount of his property in the credit union comprised in the nomination exceeds £20,000 (or such higher amount as may be substituted under Section 6 (1) of the Administration of Estates (Small Payments) Act (Northern Ireland) 1967, the nomination shall be valid to the extent £20,000 (or such higher amount as aforesaid), but not further or otherwise.*

### Resolution No. 2

That this Annual General Meeting agrees to amend the wording of Rule 156 of the Standard Rules for Credit Unions (Northern Ireland) by the deletion of “£10,000” and replacement of “£20,000” to read as follows:

*If any member of the credit union dies and at his death his property in the credit union does not exceed in the whole £20,000 (or such higher amount as may be substituted under Section 6 (1) of the Administration of Estates (Small Payments) Act (Northern Ireland) 1967, and is not the subject of any nomination under Rule 154, then the Board of Directors may, without letters of administration or probate of any will, distribute that property among such persons as appear to the Board on such evidence as it deems satisfactory to be entitled by law to receive it.*

### Resolution No. 3

That this Annual General Meeting agrees to amend the wording of Rule 180(8) of the Standard Rules for Credit Unions (Northern Ireland) by the insertion of “**Loans to individuals who are corporate members may also be transferred**” to read as follows:

*A credit union may make a loan to a corporate member in accordance with Article 28 of the Order and such requirements as determined by the Regulators from time to time. Loans to individuals who are corporate members may also be transferred. ■*



Wolfe Tones U12.5 Girls



St. Marys Aghagallon



Maginn School of Irish Dancing



# CAR LOANS

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



**Lurgan Credit Union Limited**

**Apply online through [Lurgancu.com](http://Lurgancu.com)  
or call us on 02838325016**

**NO SHARES REQUIRED TO APPLY.**

Loans are subject to approval. Terms and conditions apply. If you do not meet the repayments on your loan, your account will go into arrears. This may affect your credit rating which may limit your ability to access credit in the future. Lurgan Credit Union Limited is authorised by the Prudential Regulation Authority, and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Registered address: 40 Church Place, Lurgan, Craigavon, BT66 6EU. FRN 573785.



**LURGAN**  
CREDIT UNION LIMITED

**IMAGINE MORE**



## Saving accounts for Youth

Hi, I'm Bobbi.

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

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

### Top tips for young savers

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

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

away so try to save as well as spend.

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

### Tips to encourage saving

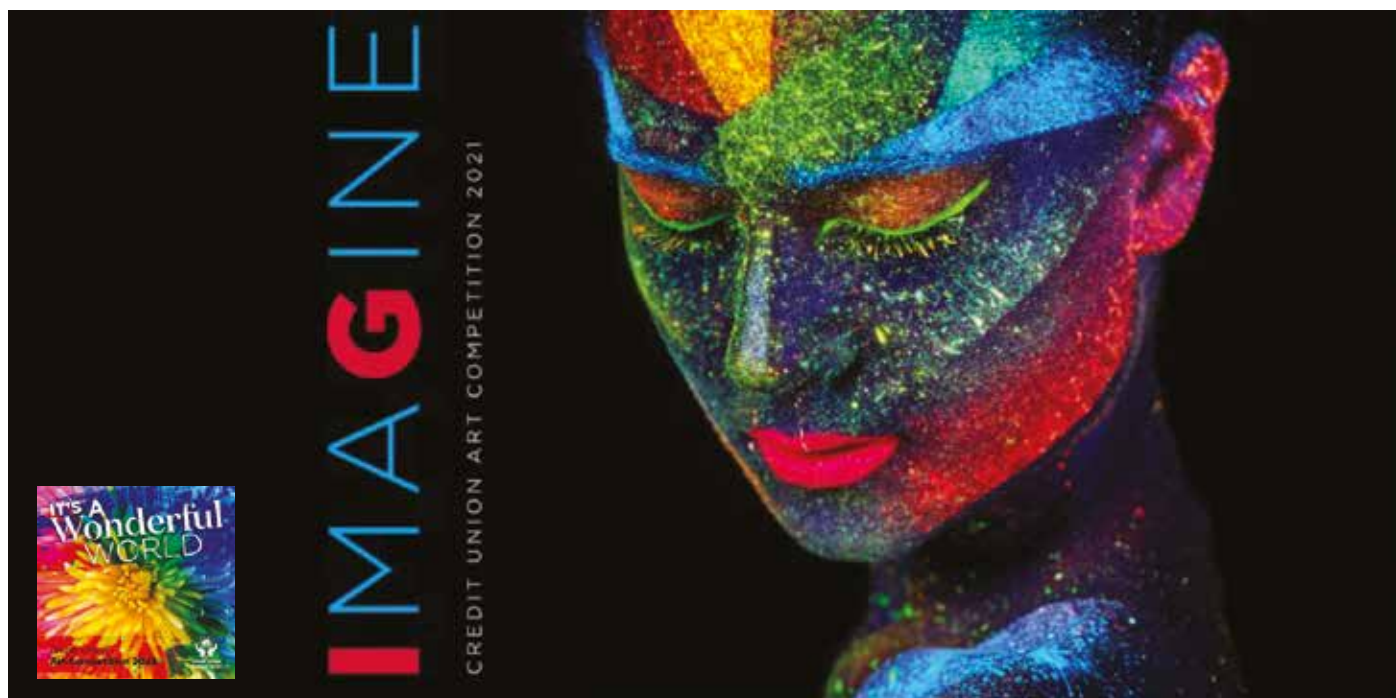
- Consider rewarding children for regular saving. The amount saved isn't critical, the habit is important.
- Encourage children not to buy on impulse, take time to consider their decision.
- Help children identify long & short-term savings goals. Sometimes saving only becomes important when the reward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





## 2021 Credit Union Art Competition

Now in its 37th year, the theme for the 2021 Credit Union Art Competition was “Imagine”.



The theme for this year's competition encouraged people to explore their thoughts, hopes and dreams, and portray them on paper or canvass, and they completely delivered as we saw some amazing pieces of art.

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

There are two categories – General Category and Category for those with Additional Needs – with five age groups in each:

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

The Additional Needs Category encouraged participants with a physical or intellectual disability to submit entries in free expression without the restriction of the competition's official theme, if they so wish.

The competition was run as normal despite the COVID Pandemic, adhering to any public guidelines at the time. The art competition was very popular with 10 local schools entering this year!

St Francis PS, St Mary's PS Derrymore, St Patrick's PS Aghagallon, St Patrick's PS Magheralin, St Teresa's PS, St Anthony's PS, Lurgan Model PS, Lough Road Learning Centre, Rowendale Integrated PS and St Ronan's College entered.

With over 800 entries and an opportunity for pupils and the schools to win prizes the competition produces some fabulous works of art and gives the judges a difficult task in picking the winning entries. You can see the vast array of works produced by the pupils throughout this booklet.

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

The Credit Union Art Competition is one of the most successful annual promotions undertaken by the Credit Union Movement. The competition attracts over 30,000 entries through 300 credit unions nationwide and caters for all ages and abilities. The 2022 art competition theme of “It's a Wonderful World” aims to continue this winning formula. ■



**Art Competition Winners in  
7 & Under**



1st Place - Alexandra Pauline Quibael



2nd Place - Catherine Wylie



3rd Place - Caoimhe Mallon



Joint 3rd Place - Emma Tallon

**Art competition winners in  
7 Years and under Additional Needs**



1st Place - Bradley Carlin

**Art Competition Winners in  
8-10 Years of Age Additional Needs**



1st Place - Jayden Toland



2nd Place - Shane Skillen



3rd Place - Eva Kelly

**Art Competition Winners in  
8-10 Years of Age**



1st Place - Nicole Mc Cartan



2nd Place Luke Wylie



Joint 2nd Place - James Mitchell



3rd place - Niall Cardwell



Joint 3rd Place - Connla Mccann



**Art Competition Winners in  
11 -13 Years of Age Additional Needs**



*1st Place - Sean Breen*



*2nd Place - Kristen Wallace*



*3rd Place - Chloe Cinnamond*

**Art Competition Winners in  
11 -13 Years of Age**



*1st Place - Eva Casey*



*2nd Place - Roxanne Rosca*



*3rd Place - Cara Bishop*

**Art Competition Winners in  
14 -17 Years of Age Additional Needs**



*1st Place - Aaron Carroll*

**Art Competition Winners in  
14 -17 Years of Age**



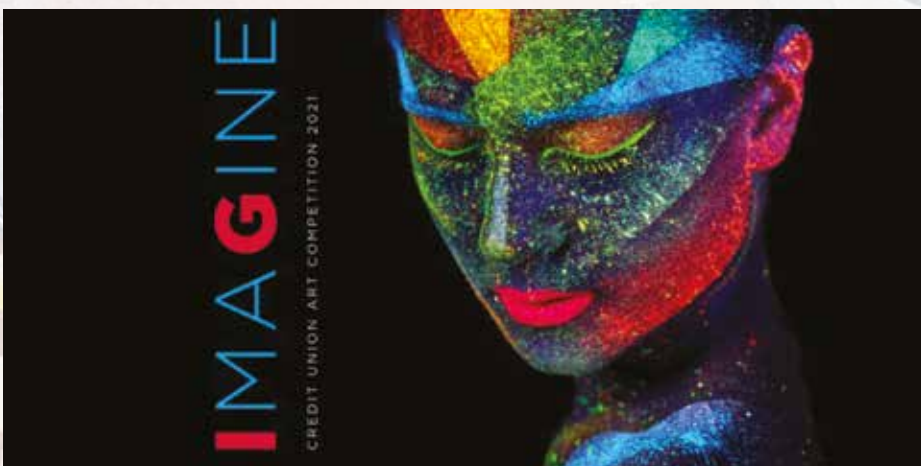
*1st Place Lauren Dickson*



*2nd Place - Molly Scullion*



*3rd Place - Aimee Plumb*





Art Competition Winners in  
18 Years



1st Place - Ciara Lennon



Perpetual Eucharistic Adoration Chapel Exposition

Art Competition Winners in Groups



1st place St Anthony's ARP KS1

## Services

### ACCOUNTS

**Shares** - Save up to £20,000\* (Maximum amount that can be lodged per month £500.00)

**Easy share** - Save separately up to a limit of £10,000 for a special occasion or household bills\* (Total combined savings of £20,000 i.e., money held in your share, easy or social account). (Maximum amount that can be lodged per month £500.00)

**Social** - Social Security Benefits can be paid into your credit union with the option to transfer to your shares, loan or easy share account.

**Minor** - Children up to the age of 16 can save to a limit of £10,000. (Maximum amount that can be lodged per month £100.00, £1200 per annum).

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

### INSURANCE

#### Funeral Assistance

£3,000 payable towards funeral expenses for members that meet the eligibility criteria at no extra cost

#### Life Savings Protection Insurance

We provide free Life Savings Insurance for eligible members. The amount of insurance benefit payable on the death of the member is based on the age of the member at the time the savings were lodged. Insurance payable will be calculated on the lowest share balance held in the account from age 55 until death. (Up to a maximum of £15,000).

#### Loan Protection Insurance

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

### LOANS

**Personal Loan** - 7.5% APR

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

Loan applications can be arranged over the telephone or online (call back service is in operation).

**Higher Lending Loans** - Borrow up to £60,000 with no savings required as collateral.

**Payments** - Pay back via:

- Direct Debit (forms available for you to complete and give to us to set up for you in our office)
- Debit Card (Ring back service for card payments to be taken over the telephone)
- Fast Transaction (envelopes and slips available to take away, to be completed at home, then placed in our fast transaction box to be processed by our staff that day)
- In person in the office.

### OTHER SERVICES...

**Foreign Exchange** currency available, competitive rates with no commission charges!

**Paypoint facility**

### ELECTRONIC SERVICES

**Direct Debits** - This enables you to conveniently make weekly, fortnightly or monthly payments to your savings or pay your loan.

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

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

**International Transfers** - Transfer money almost anywhere in the world (no charge for this service)

**Debit Card Payments** - Make payments to your saving or pay your loan (call back service)



# THANK YOU



for your support of the International Development Foundation.  
Credit unions provide much needed access to secure savings and affordable loans and help reduce poverty and empower individuals.

## PEOPLE INCLUDED

**Fatmata Mansaray,**  
Credit union member, Sierra Leone



**Fatmata Mansaray**, 32, is a mother of two and a person with a mobility disability. She is a petty trader and part-time community hairstylist. After a storm destroyed her home, she turned to her father for a loan.

Fatmata's father, a member of the Conakry Dee Credit Union in Sierra Leone, used his savings to help her get back on her feet.

With her families blessing, she began saving with the credit union. After saving for a set amount of time, Fatmata applied for a loan of 1 million leones to start a table top business where she sells snacks and handmade soap.

**Fatmata says that the credit union has helped her change her life for the better.**

**In 2021, thanks to your credit union, we supported:**



**193 credit unions**



**181,000 members**



**3 core countries**



**771 staff and Board members trained**



**796 members trained in financial literacy**

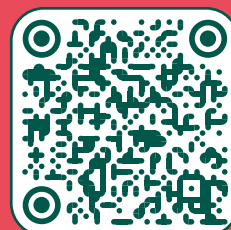
For individual donations to our work visit -  
[www.ilcufoundation.ie/donate](http://www.ilcufoundation.ie/donate)



International Development

**FOUNDATION**

TOGETHER BUILDING FINANCIAL INCLUSION



SCAN ME

# TOGETHER BUILDING FINANCIAL INCLUSION



Financial Literacy training in Conakry Dee Credit Union, Sierra Leone, a community with high levels of financial exclusion.



Nyandeyama Credit Union hold a membership drive at a local market in Kenema, Sierra Leone.

**IN SIERRA LEONE**



**AVERAGE SAVINGS  
PER MEMBER - £50**

**AVERAGE LOAN  
PER MEMBER - £53**



A delegation from Sierra Leone took part in a Peer Learning Exchange programme in The Gambia.

Globally there are 1.7 billion people without access to financial services. **Credit unions can make a difference** and ensure financial inclusion for all.





## Important Information about Compensation Arrangements

We are covered by the Financial Services Compensation Scheme (FSCS). The FSCS can pay compensation to depositors if a credit union is unable to meet its financial obligations.

The FSCS deposit protection limit is £85,000 effective from the 30th January 2017.

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

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

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

### Dispute Resolution

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

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

### Definition of Complaints and Eligible Complainants

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

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

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

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

### Making a Complaint

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

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

### Investigating and Responding to a Complaint

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

#### Within 3 business days

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

#### Over 3 business days

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

#### Within 8 weeks

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

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

### Financial Ombudsman Service

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

**The Financial Ombudsman Service**  
Exchange Tower, London E14 9SR ■

# Credit Union Operating Principles

## Introduction

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

## Open and Voluntary Membership

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

## Democratic Control

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

## Limited Dividends on Equity Capital

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

## Return on Savings and Deposits

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

## Return of Surplus to Members

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

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

## Non-Discrimination in Race, Religion and Politics

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

## Service to Members

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

## On-Going Education

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

## Co-Operation among Co-Operatives

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

## Social Responsibility

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



# IMAGINE GIVING BACK, DOING MORE.

## Volunteer

with Lurgan  
Credit Union  
today.



ENQUIRE ONLINE  
OR IN PERSON TODAY

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CREDIT UNION LIMITED

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