GECCU 60th Anniversary

GENERAL EMPLOYEES' CO-OPERATIVE CREDIT UNION

REPORTS & ACCOUNTS

2023 FINANCIAL YEAR



THEME: A GEM WE'VE BUILT TOGETHER

58TH ANNUAL GENERAL MEETING

3:00 p.m. - Tuesday 18th June 2024 - Methodist Church Hall

VISION

To be accepted as the
first choice financial institution by our members
and the general public.



MISSION

To enhance the quality of life for all members by their ownership of a stable and efficient institution, offering quality services in keeping with members' needs.

CREDIT UNION SONG

With us there are no barriers, cause we are all
The same the more of us the happier the louder
We'll proclaim that we are owner members our rule is honesty. We are the Credit Union and the entire world can see.

Chorus:
Together we give and receive together we help each other to achieve cause in our world today it's not safe to be alone. Let make each other's cares to be our own.

We all will be true savers though it be great or small.
We will become shareholders providing loans for all.
So when great need arises there's no uncertainty once in the Credit Union there's help for you and me.

We pledge to be of service to better our land.
We harbour no prejudice upon this theme we stand.
One man, one vote, for members of high or low degree.
For in the Credit Union there's pure democracy.

CREDIT UNION PRAYER

LORD, make me an instrument of Thy peace
Where there is hatred let me sow love.
Where there is injury, pardon;
Where there is doubt, faith;
Where there is despair, hope;
Where there is darkness, light and
Where there is sadness, joy.

O Divine Master, grant that I may not
So much seek to be consoled as to console;
To be understood as to understand,
To be loved as to love;
For it is in giving that we receive;
It is pardoning that we are pardoned
And it is in dying that we are born to eternal life
Bless, O Lord our deliberations and grant that whatever
We may say and do will have
Thy blessing and guidance through Jesus

Christ our Lord. Amen

NATIONAL ANTHEM OF SAINT VINCENT AND THE GRENADINES

Saint Vincent land so beautiful,
With joyful hearts we pledges to thee
Out loyalty and love, and vow
To keep you ever free.

Refrain:
What e'er the future brings
Our faith will see us through
May peace reign from shore to shore,
And God bless and keep us true.

Hairoun! Our fair and blessed isle
Your mountains high, so clear and green,
Are home to me, though I may stray,
A haven, calm serene.

Our little sister islands are
Those gems, the lovely Grenadines,
Upon their seas and golden sands,
The sunshine ever beams.

Lyrics: Phillis Joyce Mclean Punnet
Music: Joel Bertram Miguel.

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Notice & Agenda

of the

58th ANNUAL GENERAL MEETING

GENERAL EMPLOYEES' CO-OPERATIVE CREDIT UNION LIMITED (GECCU)

NOTICE/AGENDA OF THE 58th ANNUAL GENERAL MEETING

Dear Member,

Notice is hereby given that the 58th Annual General Meeting of the General Employees' Co-operative Credit Union Limited is scheduled to take place on Tuesday 18th June, 2024 at the Methodist Church Hall, Kingstown commencing at 3:00 p.m. The meeting will also be held virtual via the Zoom platform.

AGENDA

OPENING SESSION

1. Call to Order – President
2. Prayers
3. National Anthem
4. Silent Tribute
5. Apologies for Absence
6. Welcome – President
7. Remarks– Minister of Co-operatives
8. Greetings

CLOSED SESSION

Ascertainment of Quorum
Minutes of the 57th Annual General Meeting
Reports and Elections

- (a) Board of Directors
  - (i) Board of Directors' Report
  - (ii) Treasurer's Report
  - (iii) Auditors' Report
  - (iv) Election of Board of Directors
- (b) Credit Committee
  - (i) Credit Committee's Report
  - (ii) Election of Credit Committee
- (c) Supervisory and Compliance Committee
  - (i) Supervisory and Compliance Committee's Report
  - (ii) Election of Supervisory and Compliance Committee

5. Election of Auditors
6. New Business
7. Closing Exercise

Yours co-operatively,

Bro. Linus Goodluck
Secretary
Board of Di rectors



Standing Orders

of the
58th ANNUAL GENERAL MEETING
of the
GENERAL EMPLOYEES' CO-OPERATIVE CREDIT UNION LIMITED (GECCU)

STANDING ORDERS

1. (a) A member is to stand when addressing the Chair.
   (b) Speeches to be clear and relevant to the subject before the meeting.

2. A member shall only 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 on the subject twice except:

   (a) The Mover of a motion-who has the right to reply.
   (b) He rises to object or explain (with the permission of the Chair).

5. The Mover of a Procedural Motion. – (Adjournment lay on the table, Motion to Postpone) to have no right to reply.

6. No speeches are to be made after the "Question" has been put and carried or negated.

7. A member rising on a "Point of Order" to state the point clearly and concisely. (A "Point of Order" must have relevance to the "Standing Orders").

8. (a) A member should not "Call" another member "To Order" but may draw the attention of the Chair to a "Breach of Order".
   (b) In no event shall a member call the Chair to order.

9. A "Question" should not be put to the vote if a member desires to speak on it or move an amendment to it except, that a Procedural Motion, the "Previous Question" "Proceed to next
10. Business" or the closure: "that the question be now put" may be moved at anytime.

11. Only one amendment should be done before the meeting at one and the same time.

12. When a motion is withdrawn any amendment to it falls.

13. The Chairman to have the right to a "Casting Vote".

14. If there is equality of voting on an amendment, and if the Chairman does not exercise his casting vote, the amendment is lost.

15. Provision is to be made for protection by the Chairman from vilification (Personal Abuse).

16. No member shall impute improper motives against another member.

STANDING ORDERS (VIRTUAL)

1. All Members' microphones would be automatically muted upon entry in the meeting.
2. Members are encouraged to turn on their cameras for the duration of the meeting, especially when making contributions.
3. Members are encouraged to be in a quiet environment with little or no distractions or background noises.
4. Members must be properly attired with suitable backgrounds.
5. Members shall use the "**Raise Hand**" feature on the Zoom Platform to ask questions. When acknowledged by the Chair, a request to unmute your microphone will be sent.
6. Hands would remain raised until you are acknowledged by the chair with the exception of when a seconder is required, in which case all "raised hands" would be taken down so that the seconder can be easily identified.
7. Questions relating to the meeting agenda would **not** be acknowledged from the **Chat Box.**
8. Members are asked to utilize the **chat box** to share any issues they may be experiencing so that the team can troubleshoot during the session with minimal interruptions.
9. A Poll will be launched to ascertain all in favor, all against and abstentions when a motion is moved.



Corporate Profile

to the
58th ANNUAL GENERAL MEETING
of the
GENERAL EMPLOYEES' CO-OPERATIVE CREDIT UNION LIMITED (GECCU)

57TH BOARD OF DIRECTORS



BRO. MICHAEL SAYERS
PRESIDENT
GRADUATE DIPLOMA IN MANAGEMENT, ABA DEGREE IN THEOLOGY, CERTIFIED COMP TIA PROJECT +, CERTIFIED VALUER, CERTIFIED ESTIMATES & QUANTITIES



BRO. H. COLIN SAM
VICE PRESIDENT
B. ED., MSC. EDUCATIONAL SCIENCES



SIS. CECELIA J. WILLIAMS
TREASURER
FCCA, MAAT,
CERTIFICATE IN BUSINESS ADMINISTRATION



BRO. LINUS GOODLUCK
SECRETARY
DIPLOMA IN MANAGEMENT STUDIES



BRO. PHIMORE ISAACS
DIRECTOR
MSC. TECHNOLOGY OF CROP PRODUCTION
BSC. BOTANY & GEOGRAPHY



BRO. KELVIN POMPEY
DIRECTOR



BRO. RENATO GUMBS
DIRECTOR
BSC. AGRONOMY



BRO. ENDALL JOHNSON
DIRECTOR



BRO. MERIAH SAMUEL
DIRECTOR
BSC. MANAGEMENT STUDIES,
POST GRAD DIPLOMA IN SECONDARY EDUCATION

CORPORATE PROFILE

CREDIT COMMITTEE

Dougal Allen	BSc. in Information Technology
Cecil Jackson	BSc. in Management Studies
Gemma Mc Cree	Diploma in Business Administration
Noretta John	
Sekai Chiaka Bowman	

SUPERVISORY & COMPLIANCE COMMITTEE

Yolande Barbour	BSc in Accounting ACCA
Gatlin Roberts	BSc in Accounting Certificate in Official Statistics
Louisa James	MSc. Management Studies
Joleen Doyle	MSc Global Tourism and Management, BSc in Accounting
Marcelle Burgin	Graduate Teacher

MANAGEMENT

Maxine Johnney	FCCA, MSc. in Investment & Finance
Julian Ivo Joslyn	BSc. in Management Studies
Cornelia Moses	MBA, SHRM-CP
Andrea James	LLB (Bachelors of Law), LEC (Legal Education Certificate), Certified Mediator, Notary Public
Danny-lee Francis	MSc. Management Studies (General), International DE (ICUDE), Cert. Project Management
Anthony Bowman	MSc. Planning and Development BSc. in Urban & Regional Planning
Elias Francis	MSCE, MCSA, MCP, CCNA
Allana Karen Mulraine	ACCA



President's Message

to the
58th ANNUAL GENERAL MEETING
of the
GENERAL EMPLOYEES' CO-OPERATIVE CREDIT UNION LIMITED (GECCU)

PRESIDENT'S MESSAGE
To the 58th Annual General Meeting



Michael Sayers
President

Brothers and Sisters, members of the GECCU Family, Stakeholders and fellow cooperators of our noble Credit Union movement, good afternoon. It is indeed a privilege and an honor for me as President of the General Employees' Co-operative Credit Union (GECCU) Ltd. to address you at this our 58th Annual General Meeting (AGM).

As we gather here today, we celebrate our sixtieth (60^{th}) year of existence. Together with those who have gone before us and those who will follow, we are building this gem we call GECCU. I say building because GECCU is still a work in progress and the moment we begin to think otherwise; is the moment we cease to grow.

As members, we each have a responsibility to commit to the growth and development of GECCU. In today's meeting you will not only hear of the many accomplishments that have been attained through the hard work and diligence of our dedicated staff and volunteers, but you will also hear about the areas where some improvement is needed.

It is often said that Rome was not built in a day and like Rome, neither was GECCU. The current economic climate remains one in which we must continue to make prudent decisions. Decisions that balance the growth and sustainability of our gem with the many needs of our membership. As directors, we have had to make difficult but necessary decisions at times and with our combined knowledge, experience and expertise, we forged ahead despite the many challenges and obstacles faced. This is testament to our commitment to give of our best for the continued success of our organization.

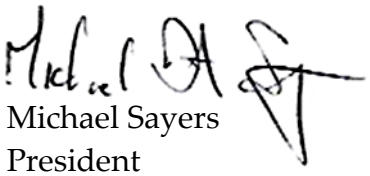
The year 2023 saw the completion of the long awaited first phase of our affordable housing project, and in 2024 we will continue to expand this project to provide even more housing opportunities for you. We continue to touch the lives of our members in various ways which include sponsorships, competitive lending rates, the social development fund, the introduction of new loan products, and enhanced services and benefits.

I stand before you humbled by the vote of confidence you have placed in us to lead GECCU. This year marked a period of much groundwork, which we believe, will allow for an even brighter future for us all. As a Board, we are cognizant that it is not possible for us to please everyone all of the time. Nevertheless, we have persevered and through the blessings, grace and help of Almighty God, we are able to present to you today a GECCU that is strong, sustainable, dynamic and growing.

I am therefore pleased to report the following financial achievements that were realized as at December 31, 2023:

- **Gross Loans totaling $205.4 million**
- **Net Surplus of $3.7 million**
- **Assets totaling $411.6 million**
- **Cash Reserves totaling $82 million**
- **Member Equity Share Capital $36.8 million**

I want to thank my fellow Board members, Committees, Management and staff for their support and dedication. To the many volunteers who have served in various capacities, I want to thank you for your invaluable contributions. To the shareholders, I thank you for your confidence.



Michael Sayers
President



Minutes

OF THE
57th ANNUAL GENERAL MEETING
of the
GENERAL EMPLOYEES' CO-OPERATIVE CREDIT UNION LIMITED (GECCU)

MINUTES OF THE 57TH ANNUAL GENERAL MEETING OF THE GENERAL EMPLOYEES CO-OPERATIVE CREDIT UNION LIMITED (GECCU) HELD IN PERSON AND VIRTUALLY VIA ZOOM ON THURSDAY, 8TH JUNE 2023 AT 3:00 PM.

OPENING SESSION:

PRESENT:	Bro. Michael Sayers	-	President
	Bro. H. Colin Sam	-	Vice President
	Sis.. Cecelia J Williams	-	Treasurer
	Bro. Linus Goodluck	-	Secretary
	Bro. Gary Matthias	-	Director
	Bro. Jerold Jackson	-	Director
	Bro. Kelvin Pompey	-	Director
	Bro. Renato Gumbs	-	Director
	Bro. Philmore Isaacs	-	Director
	Bro. Rohan Stowe	-	Chief Executive Officer

AGENDA

The AGENDA, having been previously circulated, was taken as read and adopted on a motion moved by Bro. Harold Lewis and seconded by Bro. Philbert John.

OPEN SESSION

1. CALL TO ORDER

The President, Bro Michael Sayers, called the meeting to order at 3:39 PM.

2. PRAYERS

The meeting was opened in prayer by Bro H. Colin Sam. The members recited the Credit Union's prayer.

3. NATIONAL ANTHEM

An instrumental for the National Anthem played, followed by the Credit Union song.

4. SILENT TRIBUTE

One-minute silence was observed for members who died during the year 2022.

5. APOLOGY

There was no apology.

6. WELCOME

The President and Chair, Bro. Michael Sayers, welcomed all to the 57th Annual General Meeting with the theme `***The Heartbeat of Our Community'.*** The Chair commended the Directors, Management and staff for their continued hard work despite the many challenges and obstacles. He said that the team was always willing and ready when called upon to offer their services.

Some of the achievements of the Credit Union were:

- The installation of the second ATM;
- The first phase of the Housing Development 47 lots would be made available in the coming months); and
- Steps were taken to purchase a third ATM and a new website.

Bro. Sayers expressed his gratitude for being elected as President.

7. REMARKS - MINISTER WITH RESPONSIBILITY FOR COOPERATIVES ET AL

7.1 A recorded message from Hon Dr. Orando Brewster was played. In his statement, Minister Brewster congratulated GECCU on its 57th AGM. He apologised for not attending in person with his GECCU family to discuss matters of importance related to the Credit Union and the nation of Saint Vincent and the Grenadines. He noted that GECCU was one of the most vital Credit Unions in Saint Vincent and the Grenadines and held one of the most extensive profiles under the ambit of cooperatives.

7.2 Further, he hailed GECCU, as a strong, robust, and developmental Credit Union, which has enlarged its profile in different sectors, helping to develop the social and recreational aspects in Saint Vincent and the Grenadines over the years. He highlighted the recently constructed facility at River 14 as an example of this. The Minister drew attention to GECCU as being part of infrastructural development particularly in the housing area where forty-seven (47) lots of land will be available to its members. He mentioned that GECCU boasts about being owned by its members, the people of Saint Vincent and the Grenadines, and he was incredibly proud to be not only the Minister responsible for Cooperatives, but also a member of GECCU. Notwithstanding the many challenges over the last three years, he acknowledged that GECCU made many adjustments to ensure its members were comfortable during these challenging times and congratulated GECCU for its excellent work.

7.3 Minister Brewster concluded by wishing GECCU continued success for 2023 and many more years and reiterated the excellent services that the Credit Union has provided over the years. Nevertheless, he reminded the members that despite the exceptional services, there was always room for improvement and wished GECCU a successful 57th AGM on behalf of the government and the people of Saint Vincent and the Grenadines.

8. GREETINGS

Fraternal greetings were received from the following organisations:

- St Vincent and the Grenadines Cooperative League Limited;
- St Vincent and the Grenadines Police Co-operative Credit Union Limited;
- St Vincent Automotive Cooperative Limited Society;
- Kingstown Co-operative Credit Union Limited;
- Baptiste and Company Law Firm;
- Mr. Joseph 'Burns' Bonadie – General Secretary, Commercial and Technical Allied Workers Union (CTAWU)
- St. Vincent and the Grenadines Teachers' Co-operative Credit Union Limited;
- Financial Services Authority

CLOSED SESSION

1. ASCERTAINMENT OF QUORUM

1.1 The quorum was ascertained, with 276 (118 online, 158 in person) members present.

1.2 Standing Orders

1.2.1 The Chairman drew attention to the Standing Orders on pages 6 and 7 of the meeting procedure.

1.2.2 The standing orders were adopted on a motion moved by Sis.. René Baptiste and seconded by Bro. Aldonio Matthews,

1.2.3 It was recommended that the Standing Orders be numbered.

1.2.4 Bro. Harold Lewis enquired whether the members online were awarded the meal allowance as proposed at the last AGM. Bro. Michael Sayers clarified that meals would only be given to members who attended the meeting in person.

2. MINUTES OF THE 56TH ANNUAL GENERAL MEETING HELD ON 8TH JUNE,2023

The minutes, having been circulated before, were taken as read.

2.1 AMENDMENT

- Page 17 - second bulleted point: amended to read… "St. Vincent Automotive Co-operative Society Limited"
- Page 23, 3.1.17.7: corrected to read: Bro Lennox Bowman 'confirmed'
- Page 31,3.6.11: "how activeness" was corrected to read "the activities", "hard" was corrected to read "had"
- Page 31, 4.1: corrected to read: "The lots were resurveyed from 7,000 to 5,000 square feet"
- Page 35 1.6: "uncertainly" was amended to "uncertainty"
- Page 36, first line: "recovery" was amended to read "recover"
- Page 36, 1.7 third line: "nibble" was corrected to read "nimble"

The minutes were accepted with amendments on a motion moved by Bro. Philbert John and seconded by Bro. Harold Lewis.

2.2 MATTERS ARISING

2.2.1 Referring to item iv on page 16, Bro. Andrew Bramble suggested that the Credit Union should sponsor a Spelling B competition for students in Forms 2 and 3, as most competitions were geared towards the lower levels (Grades 4 to 6) and the higher levels (Forms 4 to 5) and very often students in Forms 2 and 3 were left out. He emphasized that the suggested sponsorship of the Spelling B competition would be an opportunity to expose them to such activities.

2.2.2 Referring to item 2.2.1 on page 18, Bro. Cecil Jackson asked for an estimation of the Committee's completion of the revision of the Bye-Laws and requested that the process be expedited. The Chairman responded that it should be completed by the end of 2023.

2.2.3 Regarding item 3.1.8 on page 20, Bro. Cecil `Pa' Jack inquired about the outcome of the Performance Management and Job Evaluation Study and whether the report from Management was completed. The Chair replied that the implementation should commence before the end of the year.

2.2.4 Concerning the establishment of a Small Business Loans Unit, as highlighted on page 20, Bro. Cecil Ryan requested an update on the project. The Chief Executive Officer responded that progress was being made and that management was working with a German bank with a projected end date 2023. Therefore, the project was on track.

2.2.4.1 In a follow-up question, Bro. Cecil Ryan questioned how the project could be termed as on track when it was supposed to be completed in 2022. The Chief Executive Officer noted that there were some hiccups and the tasks which were scheduled for 2022 could not be completed. He added that the project was progressing.

2.2.5 Sis.. Stacy Balcombe highlighted the importance of small business loans as the number of small businesses in SVG was increasing rapidly. She suggested that a local group be assigned to work with the German team to speed up the process.

2.2.6 Bro. Andrew Bramble referenced item 3.1.17.10 on page 23 and commented that three ATMs for so many members were unacceptable. He noted that there were times when the ATMs were out of order, causing members to have to use other ATMs, which incurred a charge of $1.50. He felt that this was unfair to members. He said that there was a space at the headquarters to house another ATM and recommended installing another ATM at headquarters. He also suggested that GECCU should notify its members when the ATMs are out of service. The Chair replied that getting an ATM into the country was lengthy and that the technical issues were out of GECCU's control. However, progress to place another ATM at the headquarters was being made.

2.2.7 Bro. Joel Poyer referred to item 3.1.17.10 and recommended that an ATM be installed in the North Leeward area. He also asked about the estimated time frame for opening the office branch in North Leeward. The Chair replied that GECCU was trying to open an additional ATM and a branch in North Leeward.

2.2.8 Sis.. Patricia Williams-John congratulated the Board on the Credit Union's successes. She referred to item 3.1.17.9, stating that, as far as she remembered, the interest rate was 12% and should be revisited due to the impact of COVID-19, the Volcanic eruption, and considering that members' salaries may have been reduced. She requested that the Board review and lower the interest rate. The recommendation was noted.

2.2.9 Referring to item 3.1.17.10, Sis. Brenetta Dublin requested the recent cost of purchasing an ATM, the annual operating cost, and inquired if there were any concessions on duties. GECCU's Accountant, Sis. Maxine Johnney replied that the most recent price of ordering an ATM was US$94,000, maintenance cost was approximately $20,000 and there were no duty-free concessions.

2.2.10 Referring to Page 23, 3.1.17.7 on the development of strategic plan, Bro. Cecil `Pa' Jack suggested that members should be invited to contribute to the strategic planning process. The Chair acknowledged the suggestion.

2.2.11 Referring to page 24, item 3.1.17.16, Sis. Simone Fergus inquired if there was any increase in scholarship recipients. Bro. Linus Goodluck stated that there was an increase in scholarships from 10 – 12 recipients which included ten (10) merit scholarships and one scholarship each from the Northern and Southern Grenadines. It was mentioned that cash bursaries for successful CPEA students increased from $150 - $175.

2.2.12 Bro. Keith O'Neil inquired whether 12-14 scholarships were adequate for an organisation with 50,000 members. Sis. Cornelia Moses responded that a total of eighty-eight students attending secondary and tertiary institutions are currently receiving annual scholarships.

2.2.13 Sis. Gemara Trotman questioned if children of the Board of Directors or staff of GECCU were given scholarships. Operations Officer, Sis.. Cornelia Moses responded that the scholarship programme was available to the general membership of GECCU. The Chairman stated that no special treatment was given to children of the Board of Directors or children of members of staff.

2.2.14 Regarding item 3.3.7, Bro. Cecil `Pa' Jack said that the FSA has no authority to advise when members vote at meetings. They should call an extraordinary meeting and allow the members present to make voting decisions.

2.2.15 Regarding item 3.5, Bro Joel Poyer proposed that the auditors should work along with the FSA when counting votes. Bro. Poyer moved a motion to have an independent auditor count the ballots. The motion was seconded by Bro Aubrey Burgin.

2.2.16 Mr. Reuben John, BDO's Auditor, commented that a report based on counting votes was required. The BDO can assist and oversee but was not keen to manage the voting.

2.2.17 Bro. Jimmy Black, a representative of the FSA, stated that the FSA attended the meeting by invitation.

2.2.18 The President referred to the point raised by Bro. Joel Poyer in 2.2.15 to discuss choosing a specific person. Sis.. Nyasha Browne of the FSA, indicated that the guidelines were implemented in 2015, and the Auditor was not eligible due to concerns of independence because they currently serve as the external auditor.

2.2.19 Regarding item 4.1.16, Bro. Harold Lewis asked if the raffle would be conducted for 2021 and 2022. The President recommended that it should be done in 2023 as it was already in place.

2.2.20 Sis. Patricia Williams-John encouraged young people to take the opportunity to apply to serve on committees of the Credit Union.

2.2.21 Sis. Patricia Williams-John enquired about the project's status at Peter's Hope and how it contributed to the general income of the institution. The Chair responded that there was currently no income from the project as it was still a work in progress. The loan product was already launched. Information on the availability of the plots would be shared with the members in due course.

3. REPORTS AND ELECTIONS

(a) Report of the Board of Directors

The report, having been circulated before, was taken as read. It was accepted on a motion moved by Bro. Cecil Jackson and seconded by Sis.. Yolande Barbour. Bro. Michael Sayers, President and Chairman, presented the report of the Board of Directors.

3.1. The Chairman presented the report per Article 13 c (iii) of the Credit Union's Bye-Laws with the theme "**GECCU… The Heartbeat of Our Community**"

Discussions

3.1.1 Sis. Patricia Williams-John commented that the Directors' attendance was admirable. She inquired about the qualifications needed for someone to be appointed to the Board of Directors and asked if it could be discussed with the members to expand the number of persons on the Board of Directors. The Chair stated that meetings with volunteers or potential board members were usually held, and additional meetings would be held with members to educate them on the requirements.

3.1.2 Referring to page 36, Bro. Cecil 'Pa' Jack asked what assistance did GECCU give to members who lost their jobs so that they could live comfortably. The Chairman responded that the Credit Union reached out and gave concessions to asSis.t them. He added that writing off loans and mortgages was impossible because of the need for accountability.

3.1.3 In response to the question referring to page 40, 5.1.3.1, which policies were being worked on and what was done, the Chair said that the Board approved the Credit Card, Procurement and Fixed Assets policies. IT Security, Disaster Recovery, Business Continuity, and Loans Policies were in progress.

3.1.4 Regarding the question raised on the status of the Risk Management Framework project, the Chair replied that it was ongoing, and that management was currently working on the terms of reference to submit to the consultants.

3.1.5 Bro. Meriah Samuel commended GECCU and the Board of Directors for the success in the year 2022 which realized a profit of $3.5 million.

3.1.6 In response to the question on the management of the River 14 project and its self-sufficiency, the Chairman said that it was a community service project and that it was not intended to earn a significant profit. The project was established to help with the social and mental well-being of the general public.

3.1.7 In response to the questions, what was the timeline for launching the Small Business Loans, and what were the mechanisms to ensure that small businesses benefit from such a project, the Chairman responded that the Board reviewed the project and hoped to implement it within the third or fourth quarter of 2023.

3.1.8 In response to the question regarding resurveying the plots at Peters Hope, the Chairman said that an assessment will be done.

3.2 <u>Social Media Impact</u>

3.2.1 The Chairman commented on the Credit Union's impact on platforms such as Facebook and Instagram and highlighted the growth of GECCU's membership.

Bro. Harold Lewis moved the motion to adopt the report of the Board of Directors report which was seconded by Bro Meriah Samuel.

(ii) Treasurer's Report

The report, having been previously circulated was taken as read. Sis. Cecelia J Williams presented the report and highlighted the following:

- The assets grew to $384.2 million, an increase of $33.1 M or 9%;
- The rise in revenue was due to the increased number of loans approved;
- Expenditure increased to $18.2 million compared to $17.4 million in 2021; due to changes to individual categories, such as staff costs and CTAWU retroactive salary increases;
- Net profit of $3.5 million compared to $3.1 million in 2021.

3.3 In responding to the question `What caused the drastic increase in donations? (as referenced on Page 131), the Treasurer responded that members would periodically seek donations from GECCU towards activities which were evaluated, and assistance was given in keeping with the policy. The low amount for 2021 was due to the pandemic.

3.3.1 In response to whether the volunteers who attended the conventions submit reports, Sis. Cecelia J Williams replied in the affirmative. She added that staff and members attend conventions.

3.3.2 Bro. Cecil `Pa' Jack requested an explanation regarding social events, Board and Committees' expenses. GECCU's Accountant responded that the committees' expenses related to allowances paid to the volunteers as reimbursement for attending meetings. Honorariums were paid to specific board members based on their positions, namely the President, Vice President, Treasurer, and Secretary.

3.3.3 In response to the question on the Grant Income, the Accountant stated that a grant was given to the Credit Union by GEF for the River 14 project. Based on the grant account of the project, it must be reassessed before management can apply the grant to the project.

3.3.4 In response to the question on cash resources, Mr. Reuben John stated that GECCU re-invested the money and moved from cash on hand to investments on the balance sheet.

3.3.5 **Recommendations**

3.3.5.1 The Board of Directors proposed a 5% dividend on Equity Shares at a payout of $462,418 compared to 4% dividend in 2021.

3.3.5.2 Bro. Dougal Allen moved to adopt the proposed dividend which was seconded by Bro. Harold Lewis. A vote by show of hands unanimously approved a 5% dividend on Equity Shares.

3.3.5.3 The Board of Directors also proposed a 2% interest on Regular Shares at a total payout of $2.2 million.

3.3.5.4 Bro. Harold Lewis moved the motion to adopt the 2% interest on the regular share which was seconded by Bro. Asher Blucher.

(iii) Auditors' Report

3.4 Mr. Reuben John of BDO, presented the Auditors' report. The financial statements detailed the position of GECCU for the year ended 31st December 2022 and were presented fairly in all material respects. He stated that the auditors' report was an unqualified opinion of the auditing firm.

3.4.1 Management was responsible for the information included in GECCU's 2022 Annual Report, other than the financial statements and Auditors' report.

3.4.2 Mr. Reuben John referred to the International Standards on Auditing (ISA) and declared that professional opinion and skepticism were maintained during the audit. Therefore, the Auditor issued an unqualified report.

Discussions

3.4.3 Mr. Reuben John, in response to the suggestion to affix the Auditors' signature to the report, said that an engagement letter was issued stating the engagement partner's name, which the Credit Union could use to reference. However, signing the firm's name (BDO) on the report was standard procedure.

3.4.4 In response to the request for an explanation on the item `Due to COMFI', Mr. Reuben John said that several years ago, COMFI, a small lending institution business, failed. The arrangement was that the company had to provide loans to persons who were members of various institutions across SVG, and GECCU has since taken over those loans of our members.

3.4.5 A motion to adopt the Treasurer's and Auditors' report along with the financial statements was moved by Bro Philmore Isaacs and seconded by Sis. Rosemarie Richards.

(iv) Elections

3.5 **Board of Directors Elections**

3.5.1 Bro. Jimmy Black, Financial Services Authority (FSA) representative, conducted the elections. The voting procedure for the AGM was:

3.5.1.1 Members from the floor who wished to make nominations were instructed to raise their hands and await permission, after which they stated their full name and the nominee's full name. The nominee was to be present in person or online for the nomination to be valid. The FSA requested a seconder- The seconder then raised their hand, stating their full name, and indicated the nominee seconded. The nominee accepted or declined the nomination.

3.5.1.2 Bro. Michael Sayers, Gary Matthias, and Jerold Jackson retired from the Board of Directors. Having served his full term, Bro. Gary Matthias was not eligible for re-election.

3.5.1.3 The Nominations Committee nominated Bros. Michael Sayers, Harold Lewis and Endall Johnson.

3.5.2 **Nominations from the floor:**

Bro. Meriah Samuel was nominated by Bro. Joel Poyer and seconded by Bro. John Hall.

3.5.3 Nominations were closed on a motion moved by Bro. Andrew Bramble and seconded by Bro. Philbert John.

The results of the elections were as follows:

Bro. Michael Sayers	158
Bro. Endall Johnson	102
Bro. Meriah Samuel	128
Bro. Harold Lewis	98

3.5.4 Bros. Michael Sayers, Endall Johnson and Meriah Samuel were elected to serve on the Board of Directors for the next three years.

(b) **Report of the Credit Committee**

3.6 Bro. Dougal Allen presented the report of the Credit Committee. The report was taken as read.

3.6.1 On a motion moved by Bro. J-Lany Williams and seconded by Sis. Simone Fergus, the report of the Credit Committee was accepted.

3.6.2 Election of the Credit Committee

3.6.3 Bro Dougal Allen retired and was re-elected by the Nominations Committee.

3.6.4 **Nominations from the floor:**

Sis. Gemara Trotman was nominated by Sis. Timora Roberts and seconded by Sis. Jouvanie Roberts.

Sis. Athena Lewis-Davis was nominated by Bro. Curt Morris and seconded by Sis. Hyacinth Harry.

3.6.5 Nominations were closed on a motion moved by Bro. Lennox Bowman and seconded by Sis. Yolande Barbour.

The results of the elections were as follows:

Bro. Dougal Allen	100
Sis. Gemara Trotman	68
Sis. Athena Lewis Davis	37

Bro. Dougal Allen was elected to serve on the Credit Committee for the next three years.

(f) **Report of the Supervisory and Compliance Committee**

3.7 Sis. Yolande Barbour presented the report of the Supervisory and Compliance Committee. The report was taken as read.

Discussions

3.7.1 Bro. Andrew Bramble, referred to page 143, 4.1 (a), requested an update on the inadequate storage in Bequia, resulting in boxes of files being left on the floor. Sis. Yolande Barbour responded that the Board of Directors and Management of GECCU was implementing a plan to ensure adequate storage to avoid flooding and damage to documentation.

3.7.2 It was suggested that electronic filing be explored to address the issue of inadequate storage. Sis. Yolande Barbour responded that online filing was being considered.

3.7.3. Bro. Dougal Allen moved the motion to adopt the Supervisory and Compliance Committee report. The motion was seconded by Sis. René Baptiste.

Election of the Supervisory and Compliance Committee

3.7.4 Sis. Louisa Martin-James retired from the committee and was eligible for re-election.

3.7.5 The Nominations Committee nominated Sis. Louisa Martin-James.

Nominations from the floor:

3.7.6 Sis. Simone Fergus was nominated by Bro. Dougal Allen and seconded by Bro. Kevin Weekes.

3.7.7 Bro. Asher Blucher was nominated by Sis. Hyacinth Harry and seconded by Bro. Andrew Bramble.

3.7.8 Nominations were closed on a motion moved by Sis. Jouvanie Roberts and seconded by Bro. Philbert John.

The results were as follows:

Sis. Louisa Martin James	91
Sis. Simone Fergus	52
Bro. Asher Blucher	48

Sis. Louisa Martin-James was elected to serve on the Supervisory and Compliance Committee for the next three years.

3.8 Election of Auditors

3.8. The auditing firm, BDO, was nominated by Bro. Lennox Bowman and seconded by Sis. Rene Baptiste.

3.8.1 Sis. Simone Fergus moved the motion to close nominations. The motion was seconded by Sis. Rene Baptiste.

The auditing firm, BDO, was elected unopposed to serve as the Credit Union's Auditor.

3.9 New Business

3.9.1 Bro. Andrew Bramble questioned why GECCU was no longer open for business on Saturdays. Bro. H. Colin Sam stated that an agreement was reached between GECCU and the CTAWU to extend the hours of work from Monday to Friday so that the office can close on Saturday to allow staff to spend more time with family.

3.9.2 Bro. Philbert John enquired how can GECCU raise salaries while cutting working hours. Bro. H Colin Sam responded that the hours were not reduced but extended from Monday to Friday.

3.9.3 Sis. Brenetta Dublin suggested that the AGM reports could be emailed to members in advance of the meeting. Bro. H Colin Sam responded that the reports are usually posted on the Credit Union's website for ease of access to members.

3.8.3 It was suggested that GECCU implement debit cards for its members to allow flexibility and reduce long lines at the ATM and headquarters.

4. **ADJOURNMENT**

4.1 There being no other new business, the meeting ended at 9:49 p.m. on a motion moved by Bro. Philbert John and seconded by Sis. Gemara Trotman.

Read and signed as an accurate record this …… day of …… of 2024.

……..…….

Secretary

……...

Chairman



Board of Directors' Report

to

58th ANNUAL GENERAL MEETING

of the

GENERAL EMPLOYEES' CO-OPERATIVE CREDIT UNION LIMITED (GECCU)

1.0 INTRODUCTION

Fellow Co-operators,

1.1 The financial year 2023 has been a pivotal one for the General Employees Cooperative Credit Union (GECCU) Ltd, marked by significant challenges and remarkable achievements. Despite the global challenges, we have not only maintained but strengthened the trust and confidence of our members and the broader community

1.2 The year was marked by significant economic challenges and opportunities. Our operating environment was affected by several spillover economic conditions, including rising inflation, climate change, supply chain disruptions, and other global factors. Despite this, our local economy grew by approximately 4%, driven by increased activity in the hospitality and construction industries. We successfully navigated the economic environment by leveraging our strengths and focusing on providing financial solutions to our members while prioritizing financial stability.

1.3 In an effort to deal with the challenges faced, we realized that effective risk management was crucial. Therefore, we enhanced our risk management monitoring strategies to address different risk events and maintained the regulatory compliance standard. We continued to work closely with our regulatory body, the Financial Services Authority (FSA), and the apex body, St. Vincent Co-operative League to uphold best practices and comply with statutory requirements.

1.4 Despite a few uncertainties, our dedicated team consisting of staff and volunteers, along with our robust governance framework, have contributed to our success. They have ensured a continued focus on our core values, mission, and vision. Our commitment to transparency, integrity, and member-centric service has been steady, and this commitment has seen us through this period.

2.0 BOARD OF DIRECTORS

2.1 At the 57th Annual General Meeting, three new members, Brothers Michael Sayers, Endall Johnson and Meriah Samuel were elected to the Board.

2.2 At its first meeting, the Board of Directors elected Bro. Michael Sayers – President; Bro. Hugh Colin Sam - Vice President; Sis. Cecelia J. Williams – Treasurer; and Bro. Linus Goodluck - Secretary.

The full Board of Directors comprises the following:

Bro. Michael Sayers	-	President
Bro. Hugh Colin Sam	-	Director
Bro. Linus Goodluck	-	Secretary
Sis. Cecelia J. Williams	-	Treasurer
Bro. Endall Johnson	-	Director
Bro. Philmore Isaacs	-	Director
Bro. Meriah Samuel	-	Director
Bro. Kelvin Pompey	-	Director
Bro. Renato Gumbs	-	Director

3.0 MEETINGS AND ATTENDANCE

Meetings of the Board were held monthly. In addition, fifteen (15) special meetings were convened. A summary of attendance is given in Table

Table 1: Summary of Attendance of Board of Directors

	Regular	Special	GRAND
Names	**TOTAL (10)**	**TOTAL (15)**	**TOTAL(25)**
Bro. Michael Sayers	10	15	25
Bro. Hugh Colin Sam	10	14	24
Bro. Linus Goodluck	9	15	24
Sis. Cecelia J Williams	10	15	25
Bro. Philmore Isaacs	9	14	23
Bro. Kelvin Pompey	10	15	25
Bro. Endall Johnson	9	14	23
Bro. Meriah Samuel	10	13	23
Bro. Renato Gumbs	9	14	23

4.0 OVERALL PERFORMANCE REVIEW

The financial year has been a period of significant progress and resilience for GECCU. Despite a challenging economic climate characterized by a gradual recovery from the global pandemic and other adverse global economic events, the Credit Union has achieved commendable results. This performance review highlights our key achievements, financial health, and strategic initiatives that have driven our success.

4.1 PERFORMANCE RELATED TO GECCU's STRATEGIC OBJECTIVES

4.1.1 The Board of Directors approved a five-year strategic plan as a measure of providing a roadmap for the Credit Union's success in its mission and vision. The seven strategic objectives outlined in the strategic plan aim to articulate a clear direction for all stakeholders to make informed decisions that drive growth, and achieve competitive advantage. The strategic goals pursued within the fiscal year are as follows:

1. Improve Corporate Governance;
2. Strengthen Financial Performance;
3. Improve Members' Experience;
4. Update Internal Processes;
5. Human Resource Retention and Development;
6. Develop Business Intelligence Function; and
7. Strengthening Our Social Charter and Community Engagements.

4.2 CORE GOAL 1: IMPROVE CORPORATE GOVERNANCE

The Board continued to recognize corporate governance as a critical strategic priority. A robust corporate governance framework ensures transparency, accountability, and ethical conduct, which are essential for maintaining member trust, and achieving long-term sustainability. The following are some of the main highlights of the Board's commitment to enhancing corporate governance and the specific actions taken to achieve this priority.

4.2.1 Review and update Bye-Laws

4.2.1.1 In spite of the incompletion of the Co-operative Societies Regulations, the Board of Directors, being cognizant of the essential role of the bye-laws in the governance of the Credit Union, proactively established a committee responsible for reviewing and proposing amendments to the bye-laws. This activity is crucial to ensure that GECCU's rules and regulations remain relevant, compliant with legal standards, and aligned with best practices. The process involves evaluating and updating the bye-laws to reflect current operations, regulatory changes, and strategic goals.

4.2.1.2 The Committee has completed its first draft of the revised document based on available information, including the amended provisions to the Co-operative Societies Act No 12 of 2012 and the outdated Regulations. It is anticipated that further updates will be conducted with the revision of the Co-operative Societies Regulations that is expected to be enacted in 2024.

4.2.2 Strengthen Compliance Function

4.2.2.1 The Board of Directors recruited a dedicated compliance officer as an essential and effective governance measure to foster and encourage a culture of risk and compliance within the credit union. This role will maintain GECCU's regulatory, and operational integrity and will play a vital role in protecting the Credit Union's reputation, and supporting informed decision-making. Some of the achievements of the unit include but are not limited to:

1. Being instrumental in keeping GECCU updated with the recent amendments to important pieces of legislation, which include the amendments to provisions of the Cooperative Societies Act No 12 of 2012 and the Anti-Money Laundering and Anti-Terrorism Act. No 5 of 2023.
2. Devising due diligence and compliance framework for new vendors, suppliers or third parties prior to entering a legal relationship.
3. Creating a tool for assessing the risk of new technologies before adoption.
4. Executing recommendations of the FSA AML/CFT/CFP onsite examination by enhancing internal controls and implementing new and efficient compliance procedures and processes.
5. Providing continuous training and education to employees, board and other volunteers.

4.2.2.2 The terms of reference for the FSA-mandated AML/CFT risk assessment were developed, and a Request for Proposals (RFP) was sent to three (3) local consultants; two (2) proposals were received. The proposals were reviewed, but the Credit Union was not satisfied with their quality. Therefore, through the endorsement of the FSA, the RFP will be extended to regional consultants in 2024. The assessment is also expected to be completed in 2024.

4.2.2.3 As the largest Credit Union in St. Vincent and the Grenadines, GECCU was required to participate in the Caribbean Financial Action Task Force (CFATF) Fourth Round Mutual Evaluation of St. Vincent and the Grenadines in March, 2023. The mutual evaluation report is expected to be published in 2024.

4.2.3 Upgrading the Policy Architecture by Closing Gaps in the Framework

4.2.3.1 During the review period, the Board decided to outsource the upgrade and documentation of its policies and procedures to skilled, experienced professionals. This will result in greater access to specialized knowledge, objectivity and fresh perspective, time and resources. The task will involve reviewing and updating existing policies and procedures and creating new ones where necessary. The terms of reference were prepared, and the Request for Proposals will be sent out and assessed in early 2024. The exercise is anticipated to be completed in the ensuing financial year.

4.2.4 Develop Enterprise Risk Management Framework (ERM):

4.2.4.1 The Board is in the process of developing and implementing a robust Enterprise Risk Management Framework (ERM). The terms of reference for the ERM assessment were prepared, and the consultants were identified. The request for proposals will be sent out in early 2024, and the exercise is expected to be completed in 2024.

4.2.4.2 Notwithstanding the delay in the completion of this important governance tool, risk continues to be handled at the individual department levels and remains an agenda item at monthly Board meetings.

4.2.5 Update Organization Structure:

4.2.5.1 The management team reviewed and updated the recommended design of the organizational structure to accommodate growth in business activities and to support the Credit Union strategic objectives. A revised organizational chart was developed. Additionally, the relevant job descriptions were updated, and the impact of the new proposed employment grade and salary scale was prepared. The report was submitted and discussed with the Board of Directors. However, the Board requested additional information and clarifications, which will be provided by the consultant during the first quarter of 2024.

4.2.6 Develop Human Resource Capacity of Board and Committees:

Board and Committee training is vital for ensuring that Volunteers are provided with the knowledge and tools to participate effectively in and contribute to the organization's strategic direction. Table 2 below gives more details about the achievements in this regard

Table 2: WORKSHOPS/SEMINARS 2023

Seminar Title	Participant	Location	Date	Resourced by
1. Human Trafficking	1. Cecelia J. Williams 2. Meriah Samuel 3. Peggy Da Silva	St. Vincent and the Grenadines	July 29, 2023	Soroptimist International (SVG)

In House (virtual)

Seminar Title	Participant(s)	Date	Resourced by
1. Credit Union Governance	1. Dir. Cecelia J. Williams 2. Dir. Gary Matthias	January 17 – March 2, 2023	Caribbean Confederation of Credit Unions
2. Strengthening compliance and governance through effective responses to Audit Findings	1. Yolande Barbour 2. Joeleen Doyle	August 31, 2023	SVG Co-operative League
3. Effective Supervisory and Compliance Strategies For Credit Unions	1. Yolande Barbour 2. Marcelle Burgin 3. Joelene Doyle 4. Louisa Martin-James 5. Gatlin Roberts	November 9, 2023	SVG Co-operative League
4. Effective Corporate Governance: Meeting the Challenges of Credit Union Boards Today	1. Marcelle Burgin 2. Joelene Doyle	December 6, 2023	SVG Co-operative League

In House (in person)

Seminar Title	Participant(s)	Date	Facilitator
1. Anti-Money Laundering and Counter Terrorist Financing – The role of the Board of Directors and key governance issues	1. Dir. Michael Sayers 2. Dir. Cecelia J. Williams 3. Dir. Philmore Isaacs 4. Dir. Meriah Samuel 5. Dir. Endall Johnson 6. Dir. Renato Gumbs	August 23, 2023	Officers of the Financial Intelligence Unit

4.2.7 Hosting of 57th Annual General Meeting (AGM)

4.2.7.1 The 57th AGM was successfully held on Thursday, June 8th, 2023, in person and virtually via Zoom at the Methodist Church Hall. It is a critical event in Credit Union governance, promoting transparency and accountability, and so the Board would like to thank all the members who attended and participated.

4.2.8 Hosting of the Extraordinary General Meeting.

4.2.8.1 The Board of Directors received a signed requisition of 76 persons dated August 8, 2023, requesting the hosting of a special general meeting to receive an explanation for the former CEO, Mr. Rohan J. Stowe, demitting office. The requisition was submitted on the grounds of Article 14 of the Credit Union bye-laws. Despite not meeting the requirements of the bye-law, considering that some of the names listed were not members, the Board decided to convene the meeting on the grounds of transparency and good governance. The meeting was held on September 19, 2023, and was attended by approximately 292 members, where the Board confirmed the termination of the service of the former CEO.

4.3 CORE GOAL 2: STRENGTHEN FINANCIAL PERFORMANCE

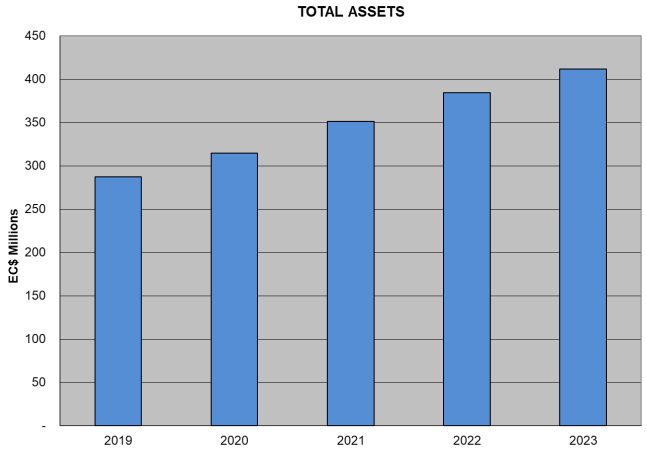
4.3.1 Despite facing challenges internally and in the external environment, the Credit Union achieved strong financial performance in most key performance indicators for the financial year ending December 31, 2023. A detailed report will be provided in the Treasurer's report.

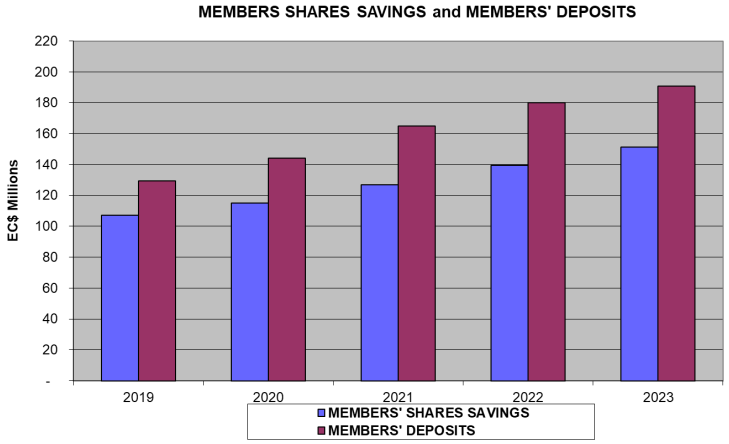
The charts and tables below summarize the performance using key metrics from the income statement, balance sheet, and PEARLS framework.

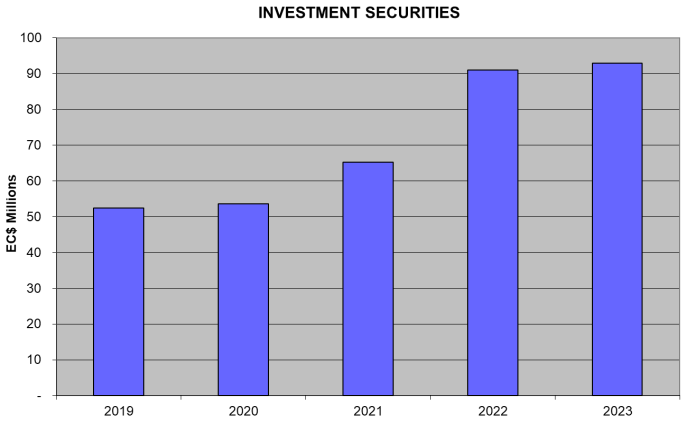
Table 3: GECCU Financial Performance Indictors 2018-2023

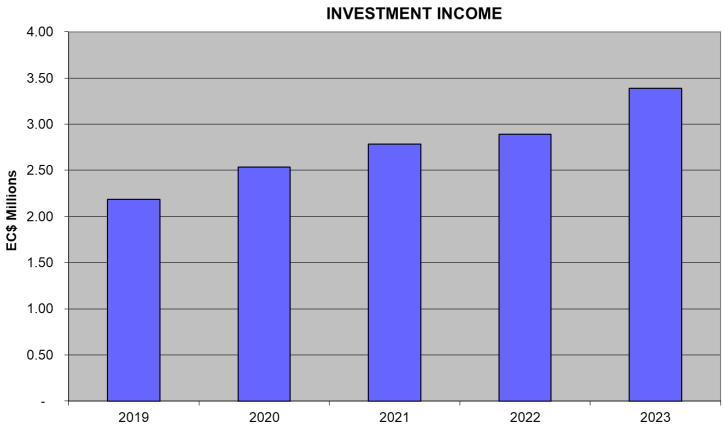
	GECCU PERFORMANCE HIGHLIGHTS					
	2023 EC$	2022 EC$	2021 EC$	2020 EC$	2019 EC$	2018 EC$
ASSET GROWTH						
Loans-Net	199,764,783	186,415,799	168,280,381	167,717,410	164,111,376	150,013,425
Cash Resource	82,042,011	71,778,156	82,972,740	59,705,798	41,198,774	35,626,122
Inventory	8,769,271	7,442,874	7,094,190	7,091,790	6,971,489	6,793,043
Fixed Assets	12,467,475	12,872,751	13,586,403	13,971,097	13,587,104	12,017,716
Investment Securities	92,992,263	90,950,435	65,283,235	53,542,440	52,498,400	46,738,996
Other Assets	1,899,568	1,099,515	541,484	836,316	1,772,476	637,229
Investment properties	13,679,136	13,631,661	13,283,092	11,958,989	7,344,049	6,999,992
Total Assets	**411,614,507**	**384,191,191**	**351,041,525**	**314,823,840**	**287,483,668**	**258,826,523**
SAVINGS COMPONENTS						
Members' Shares Savings	151,122,819	139,563,006	126,769,521	115,084,280	107,225,783	97,434,046
Members Deposits	190,916,849	180,010,958	164,734,311	144,085,156	129,411,587	117,394,557
Total Savings	**342,039,668**	**319,573,964**	**291,503,832**	**259,169,436**	**236,637,370**	**214,828,603**
INCOME						
Loan Interest	16,436,577	14,925,644	14,112,101	13,820,533	13,938,959	13,036,752
Investment Income	3,389,397	2,891,760	2,782,966	2,533,813	2,184,860	1,675,381
Non Interest Income	3,404,811	4,002,629	3,608,289	2,801,810	2,679,398	1,867,725
Total Income	**23,230,785**	**21,820,033**	**20,503,356**	**19,156,156**	**18,803,217**	**16,579,858**
EXPENSES						
Marketing, General Admin & other Expense	12,133,341	11,279,070	10,238,629	11,010,542	9,478,112	8,085,758
Interest Expense	6,458,378	6,281,228	5,753,910	4,506,682	4,797,572	4,150,669
Allowances for credit losses - Loans	815,859	289,508	942,222	1,524,294	749,054	-
Allowances for credit losses - Investment	85,200	373,436	465,506	497,140	572,527	65,698
Total Expense	**19,492,778**	**18,223,242**	**17,400,267**	**17,538,658**	**15,597,265**	**12,302,125**
PROFITABILITY						
Surplus	**3,738,007**	**3,596,791**	**3,103,089**	**1,617,498**	**3,205,952**	**4,277,733**
Other Reserve	**19,531,425**	**17,282,809**	**14,825,648**	**12,147,606**	**12,133,362**	**9,151,620**
Equity Shares	**36,786,983**	**35,281,425**	**33,905,511**	**33,171,056**	**30,777,723**	**28,319,542**
MEMBERSHIP	**52,896**	**51,137**	**49,814**	**48,306**	**46,525**	**44,551**

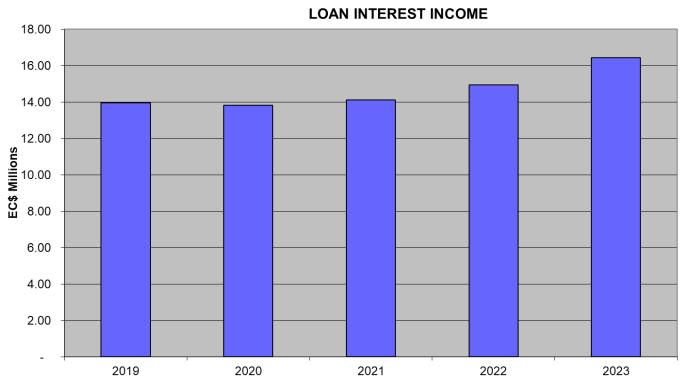
Chart 1 : GECCU Financial Performance Indicators

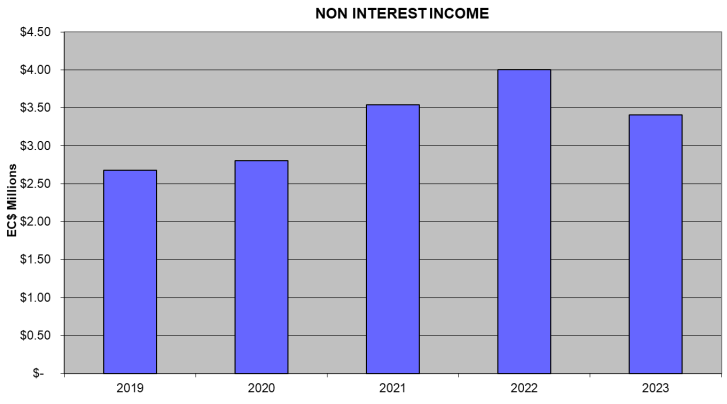


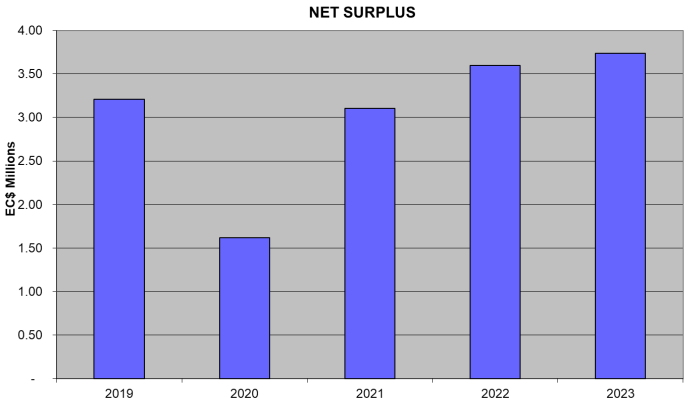












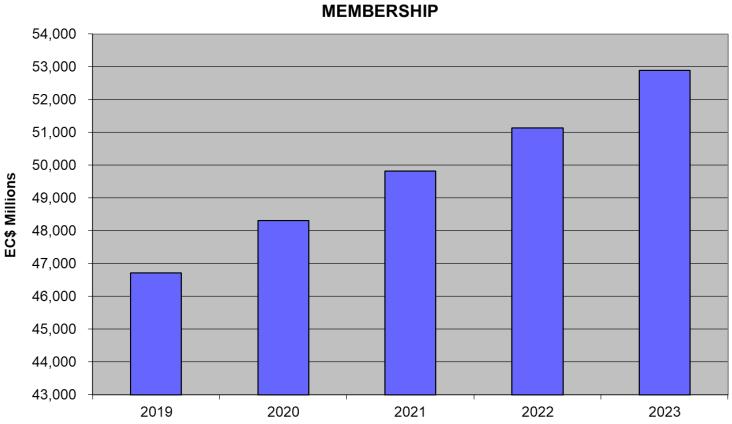


Table 4: Pearls Ratio Indictor

PEARLS Ratios	Goals	31st Dec 2023	31st Dec 2022
P – Protection			
Loan Loss Allowances / Delinquency >12mths *This measures the adequacy of the provision for loans delinquent over 12 months*	100%	89.21%	91.70%
Solvency *The degree of protection for members' shares & deposits in the event of liquidation.*	Min 110%	106.02%	106.05%
E – Effective Financial Structure			
Net Loans / Total Assets *Measures the percentage of total assets invested in Loans .*	Between 70 to 80%	48.53%	48.52%
Financial Investments / Total Assets *Measures the percentage of long-term Investment in Total Assets*	Max 10%	8.41%	8.13%
External Credit / Total Credit *Measures the percentage of Total Assets financed by external borrowings*	Max 5%	0%	0%
A – Asset Quality			
Total Delinquency / Gross Loan Portfolio *Measures the percentage of delinquency in the Loan Portfolio .*	Less than 5%	8.10%	7.46%
Non-Earning Assets / Total Assets *This measures the percentage of total assets not producing income .*	Less than 5%	8.33%	6.99%
R – Rates of Return and Cost			
Net Loan Income / Average Net Loan Portfolio *Measures the percentage yield on the Loan Portfolio*	Between 9 to 12%	8.55%	8.44%
Operating Expenses / Average Assets *Measures the cost associated with the management of the C.U assets.*	Less than 5%	2.83%	3.26%
L – Liquidity			
Liquid Investment + Liquid Assets – ST Payables / Total Deposits *Measures the adequacy of liquid cash management to response to Members' short-term requirements .*	Min 15%	40.33%	40.96%
Non-Earning Liquid Assets / Total Assets *Measures the percentage of cash invested in Non earning Assets*	Less than 1%	4.92%	3.44%
S – Signs of Growth			
Net Loans *Measures the percentage growth in Loan Portfolio*	More than 10%	7.16%	10.78%
Total Assets *To measure the percentage growth in Total Assets .*	More than 10%	7.14%	9.44%
Membership *Measures the percentage growth in Membership*	Min 5%	3.44%	2.66%

4.3.2 ***Performance of Sub-Offices***

4.3.3.1 Over the years, GECCU has established satellite offices for several strategic and operational reasons, all of which aim to better serve its members and promote financial inclusion. The report shows an overall increase in business activities relative to 2022; membership grew by 1%, cash collected increased by 6%, and cash disbursed increased by 19%. We are confident that the Sub offices continue to add value and serve the unserved and underserved persons of our community.

4.3.3.2 Table 5 below gives a summary of the performances of the five (5) sub-offices based on some selected indicators.

Table 5: Sub-Offices Performance 2023

Sub Offices Performance for 2023						
Sub-Office	New Members		Collected: Cash & Cheque		Disbursement: Cash & Cheque	
	2023	2022	**2023**	2022	**2023**	2022
Georgetown	**287**	277	**$ 12,441,885**	$ 11,271,784	**$ 3,846,761**	$ 3,163,528
South Rivers	**119**	126	**$ 3,922,109**	$ 4,670,802	**$ 5,414,389**	$ 4,913,511
Bequia	**126**	108	**$ 11,734,910**	$ 9,519,454	**$ 6,889,139**	$ 5,356,141
Canouan	**57**	59	**$ 3,992,949**	$ 3,921,619	**$ 2,107,200**	$ 1,418,577
Union Island	**35**	46	**$ 4,519,722**	$ 5,052,221	**$ 2,554,825**	$ 2,593,040
TOTAL	**624**	**616**	**$ 36,611,575**	$ 34,435,880	**$ 20,812,314**	$ 17,444,797

4.3.4 ***Introduce New Products and Services:***

4.3.4.1 The introduction of new products and services is crucial for the Credit Union to remain relevant, competitive, and responsive to members' needs. It supports growth, enhances member satisfaction, and fulfills GECCU's mission of providing valuable financial services.

- *Establish Small Business Loans Unit*: As a community-rooted institution that strives to support and enrich the quality of life of members, the offering of Micro, Small, and Medium Enterprises (MSME) loans helps to promote an opportunity for financial inclusion and better serve the members. Due to competing priorities and challenges encountered in sourcing technical training for staff, the progress of this project was affected. However, the Credit Union continues to grant loans to support members with small businesses.

- *Peters Hope Land Development Project*: The infrastructural development of the roadway and utilities was completed during the review period. As a result, 46 parcels of land were available for sale to members under the *"Living the Dream"* promotion. Under this promotion, the loans are offered at a lower interest rate, and members have the option of purchasing land only, land and home construction, choosing from available concept designs, or developing their own designs. The marketing of the land was promoted on GECCU's website and social media platforms to give members an equal opportunity to apply. Five (5) members were approved for the purchase of land during the review period based on the normal loan underwriting risk assessment process. The remaining 41 plots will be offered to qualified members in 2024. The Board has already given its approval for the development of phase 2 and 3.

4.3.5 *Expanding Membership Base:*

4.3.5.1 During the period under review, 2,086 new members/depositors were registered. As a result, membership/depositors at the end of 2023 stood at 52,896. The composition of the membership includes.

- Members – 47,046
- Junior Savers – 5,707
- Organisation - 143

4.3.5.2 Table 6 shows a breakdown of new membership by age, showing that Junior Savers and the category of age 16-30 account for the highest percentage of membership growth. This result is in keeping with our thrust of making the Credit Union more appealing to this generation.

Table 6: New Members/Depositors by Age

Age	2023		2022	
	No. of Persons	**Percentage**	**No. of Persons**	**Percentage**
Junior Savers	592	28.37	565	29.08
16 - 30	657	31.48	623	32.06
31 - 40	326	15.62	303	15.59
41 – 50	289	13.85	239	12.30
51 – 60	161	7.71	158	8.13
61 and over	61	2.92	54	2.78
Organizations	1	0.05	1	0.05
Total	**2086**	**100.00**	**1943**	**100.00**

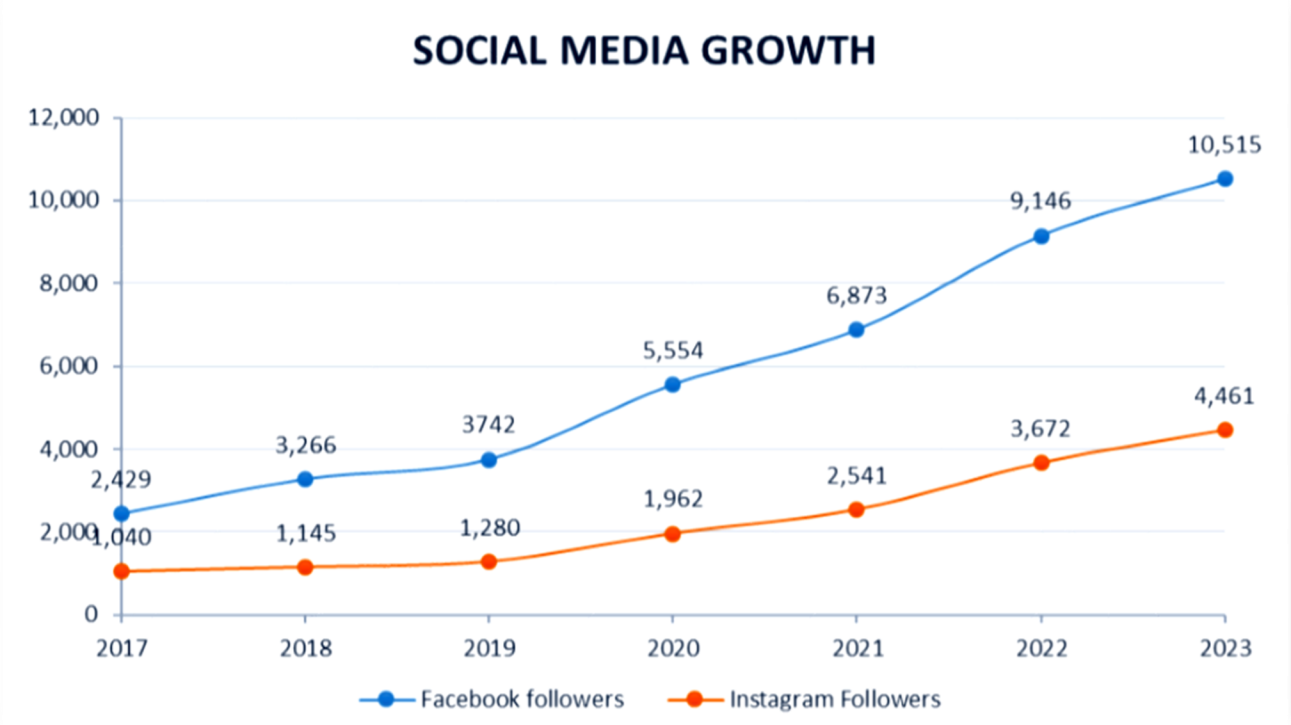
4.3.6 Increase Traffic to Website/Social Media and Improve Conservation Rate

4.3.6.1 The website was officially relaunched in June 2023. It is now more user-friendly, giving persons an opportunity to interact directly with the office. Some additional features are:

- Property management
- E-Books
- Google Forms (Making user forms more accessible)

4.3.6.2 Looking ahead, as part of the continued development of the website, a chat bot will be added in 2024 for improved functionality.

Figure 1: Social Media Visits



4.3.6.3 The increasing traffic to the website and social media signifies that GECCU continues to appeal to and attract members and the general public. It is an indication that the Credit Union is extending its reach and gaining a competitive advantage in the financial arena.

4.4 CORE GOAL 3: IMPROVE MEMBERS' EXPERIENCE

4.4.1 GECCU aims to improve members' experience through various strategies that focus on enhancing service, quality and engagement, which are integral to the Credit Union's success.

4.4.2 The following were some of the objectives pursued in 2023:

- ***Expand Digital Services and Incorporate Digital Technology in Payment Capabilities, including Cashless Options:***

  √ *Expansion of the ATM Stock*: The second ATM, a cash dispenser, was received and installed at the former headquarters building during the first quarter of 2023. However, a third intelligent deposit ATM was ordered to be installed at our headquarters on Halifax Street. Due to supply chain constraints, the delivery was delayed to 2024.

  √ *Access to International Credit and Debit Cards*: Not much progress was made with this project, but it is expected to be pursued jointly with the St. Vincent and the Grenadines Co-operative League and the local Credit Union movement in 2024.

4.5 CORE GOAL 4: UPDATE INTERNAL PROCESSES

4.5.1 A smooth functioning GECCU is critical for improving member service, and overall efficiency. As part of the new thrust, we will seek to improve the way GECCU creates and delivers value to our members. Three objectives prioritized included:

1. ***Conduct Workflow Documentation Study**:*

   The workflow documentation study is intended to improve operational efficiency, ensure consistency, and enhance overall performance. Due to competing priorities, this work activity was not undertaken during the review period.

2. ***Upgrading of the Security System and Attendance Management System*:**

   The object of this project is to implement a modern integrated security system throughout the Credit Union. This solution will enable authorized users to monitor and interact with the system from any location. At the end of the review period, the works were at an advanced stage of completion and are being done by Unique Alliance. The project is anticipated to be completed in 2024.

3. ***Virtualisation of the IT infrastructure:***

   The Virtualization Project was anticipated to be completed in 2023 but encountered setbacks due to several delays in the procurement of an equipment. The delay is not expected to materially affect the budgeted cost. The migration of the business work loads to the new virtual infrastructure is expected to be performed during the first quarter of 2024.

4. ***Establish New Operations Department:***

   The establishment of the new operations department did not materialise for the period under review. This issue is now at the level of the Board for further consideration and action.

4.6 CORE GOAL 5: HUMAN RESOURCE RETENTION AND DEVELOPMENT

4.6.1 GECCU remains committed to developing and enhancing employees' skills, knowledge, and overall competencies. The goal is to strengthen human capital by improving individual performance and the Credit Union's effectiveness and productivity.

4.6.2 The staff complement was 73 as of the end of 2023, consisting of 47 females and 26 males. During the year, emphasis was placed on increasing manpower throughout our offices to support service excellence, growth, and stronger business continuity.

4.6.3 Table 7 details the extensive training initiatives undertaken ex-house and in-house during the review period.

In-House (in person)

Seminar Title	Participant(s)	Date	Facilitator
1. Anti-Money Laundering and Counter Financing of Terrorism (AML/CFT)	1 .Loans Department Staff	February 13 & 15, 2023	J-Lany Williams, Legal and Compliance Officer, GECCU Ltd.
2. Anti-Money Laundering and Counter Financing of Terrorism (AML/CFT)	1. Baldwin Johnney 2. Keldon Walters 3. Charissa Pitt 4. Treanna Sargeant 5. Colita Mitchell 6. Vennecia Mitchell	February 21, 2023	J-Lany Williams, Legal and Compliance Officer, GECCU Ltd.
3. Anti-Money Laundering and Counter Terrorist Financing – The role of the Board of Directors and key governance issues	1. Maxine Johnney- CEO (Ag.) 2. Kenneth Thomas – Compliance Officer	August 23, 2023	Officers of the Financial Intelligence Unit
4. Anti-Money Laundering and Counter Financing of Terrorism (AML/CFT)	1. Jonice Hamlett 2. Serena Lyttle 3. Ainka Providence-Wyllie 4. Myron Quashie 5. Elroy Samuel 6. Jaynia Samuel	September 5, 2023	Kenneth Thomas, Compliance Officer
5. Anti-Money Laundering and Counter Financing of Terrorism (AML/CFT)	1. Alsonna Cuffy 2. Kennilea Jack 3. Kironique Thomas	September 20, 2023	Kenneth Thomas, Compliance Officer
6. Anti-Money Laundering and Counter Financing of Terrorism (AML/CFT)	1. Kennilea Jack 2. Alrice Simmons	November 10, 2023	Kenneth Thomas, Compliance Officer

In-House (virtual)

Seminar Title	Participant(s)	Date	Resourced by Facilitator
1. AML/CFT/CFP/FCP and Digital Assets Compliance Training	1. J-Lany Williams 2. Kenneth Thomas	January 25, 2023	SVG Co-operative League Ltd in collaboration with ComplianceAid
2. Digital Risk Management: Cyber Agility and Resilience	1. Elias Francis 2. Anton Jardine 3. Rohan Stowe 4. Kenneth Thomas	February 21, 2023	Caribbean Confederation of Credit Unions & Rhics Human Capital
3. Introduction to Valuation, Reviewing and Interpreting Valuation Reports	1. Cheryl Bacchus 2. Charissa Pitt 3. Junelto James 4. Keldon Walters	March 14 – 16, 2023	ECCB in collaboration with Royal Institution of Chartered Surveyors (RICS)
4. Digital Risk Management Course	1. Asif Bailey 2. Keemo Alexander	March 2023	Rhics Technology
5. Digital Transformation – The Credit Union Innovation Framework	1. Elias Francis	April 4th, 2023	SVG Credit Union League and Rhics Technology
6. Digital Transformation – The Credit Union Innovation Framework	1. Elias Francis	April 11th, 2023	SVG Credit Union League and Rhics Technology
7. Total Quality Management (Advanced)	1. Cornelia Moses 2. Sharlene Charles	April 17 – 21, 2023	Centre for Enterprise Development in collaboration with Barbados Institute of Management and Productivity (BIMAP)
8. Financial Modeling	1. Maxine Johnney	April 19, 20 & 26 2023	Jamaica Institute of Financial Services Caribbean Confederation of Credit Unions

In-House (virtual) ***(continued)***

Seminar Title	Participant(s)	Date	Resourced by Facilitator
9. Strengthening compliance and governance through effective responses to Audit Findings	1. Maxine Johnney 2. Ainka Providence-Wyllie 3. Kenneth Thomas	August 31, 2023	SVG Co-operative League
10. Credit Administration Workshop	1. Junelto James 2. Vennecia Mitchell 3. Maxine Johnney 4. Charissa Pitt	October 5, 2023	Caribbean Confederation of Credit Unions & Jamaica Co-operative Credit Union League
11. Effective Supervisory and Compliance Strategies For Credit Unions	1. Yolande Barbour 2. A. Karen Mulraine 3. Gatlin Roberts	November 9, 2023	SVG Co-operative League
12. Fraud Conference 2023: Bolstering Resilience	1. A. Karen Mulraine	November 13 – 14, 2023	The Institute of Internal Auditors, Barbados
13. Conflict Resolution for Business Productivity	1. Sharlene Charles 2. Baldwin Johnney 3. Maxine Johnney 4. Julian Joslyn 5. Charissa Pitt 6. Ainka Providence-Wyllie 7. Kenneth Thomas	November 15, 2023	Caribbean Confederation of Credit Unions & Jamaica Co-operative Credit Union League
14. Understanding Wills, Probates and Powers of Attorney in relation to Mortgages	1. Kimesha Browne 2. Shanaz Greaves 3. Enrico Morris 4. Alanis Preddie 5. Annecia Richards	November 23, 2023	SVG Co-operative League
15. Effective Corporate Governance: Meeting the Challenges of Credit Union Boards Today	1. Marcelle Burgin 2. Joelene Doyle 3. Danny-Lee Francis 4. Elias Francis 5. Andrea James 6. Cornelia Moses 7. A. Karen Mulraine	December 6, 2023	SVG Co-operative League

Ex-house

Seminar Title	Participant	Location	Date	Resourced by
1. Caribbean Development Education (CaribDE) Programme	1. Ashley Ashton	Trinidad & Tobago	January 9 – 13, 2023	CaribDE, CUNA Caribbean
2. Mortgage Lending for Residential Housing (REIC 2340 Module 1)	1. Ketora Browne	Grenada	April 17 – 21, 2023	Eastern Caribbean Home Mortgage Bank in collaboration with Real Estate Institute of Canada (REIC)
3. Capacity Building for CARIFORUM Member States on Asset Recovery and Cybercrime	1. J-Lany Williams	St. Vincent and the Grenadines	April 24 – 25, 2023	European Union Development Fund (EDF)
4. Human Trafficking	1. Kenneth Thomas 2. Asif Bailey	St. Vincent and the Grenadines	July 29, 2023	Soroptimist International (SVG)
5. International Certificate in Enterprise Risk Management	1. Maxine Johnney	St. Vincent and the Grenadines	August 28 – November 8, 2023	Sagicor Cave Hill School of Business
6. Caribbean Development Education (CaribDE) Programme	1. Treanna Sargeant	St. Kitts and Nevis	September 25 – 29, 2023	CaribDE, CUNA Caribbean
7. Mortgage Lending for Residential Housing Property Risk Assessment, Credit and Underwriting (REIC 2341 Module 11)	1. Ketora Browne	St. Lucia	November 13 – 17, 2023	Eastern Caribbean Home Mortgage Bank in collaboration with Real Estate Institute of Canada (REIC)

Consultations:

GECCU participated in the following consultations:

Title	Participant	Date	Venue	Hosted by
1. Revision of Wages Regulations (Employers within the Office of Professionals Sector)	1. Cornelia Moses	August 22, 2023	Fisheries Division, Conference Room	Department of Labour & Chair of Wages Council

Ms. Cornelia Moses, Operations Officer attended the 2023 Society of Human Resource Management (SHRM) Annual Conference from June 11 – 14, 2023 via the virtual platform.

STAFF PROFILE

Sis. Maxine Johnney – Chief Executive Officer (Ag)
Sis. Alicia Ashton-Doyle– CEO's Secretary

LOANS DEPARTMENT

Bro. Julian Joslyn	Loans Manager
Sis. Cheryl Bacchus	Senior Loans Officer
Sis. Sarah Commissiong–Benjamin	Junior Loans Officer
Sis. Ketora Browne	Junior Loans Officer
Sis. Shanaz Greaves	Senior Securities Officer
Sis. Kimesha Browne	Junior Loans Officer
Sis. Alanis Preddie	Loans Clerk
Sis. Melene Nanton	Junior Securities Clerk
Sis. Theresa Douglas	Loans Receptionist
Sis. Lydia Cain	Loans Receptionist

Recoveries Section:

Bro. Keon Findlay	Recoveries Officer

Assistant Recoveries Officers:

Bro. Osbert Cunningham Jr.
Sis. Tonyah Williams

ACCOUNTS DEPARTMENT

Sis. Ainka Providence-Wyllie	Assistant Accountant
Bro. Leslie Joseph	Snr Accounts Officer
Sis. Adinga Findlay	Disbursement Officer
Sis. Kathlyn Parsons-Cunningham	Snr Accounts Officer
Bro. Romani Hull	Accounts Clerk
Bro. Ricardo Springer	Junior Clerk
Sis. Kaliyah Lewis	Junior Clerk/Teller
Sis. Serena Lyttle	Junior Clerk/Teller
Sis. Azariah John	Junior Clerk/Teller
Sis. Jaynia Samuel	Junior Clerk/Teller
Sis. Jade Peters	Junior Clerk/Teller
Sis. Zavia Alexander	Junior Clerk/Teller
Bro. Gian Alexander	Junior Clerk/Teller
Bro. Newbornne Joseph	Driver/Office Assistant

Insurance Section:

Sis. Cecile Fraser-Gibson	Insurance Clerk
Bro. Enrico Morris	Junior Clerk

ADMINISTRATION DEPARTMENT

Sis. Cornelia Moses	Operations Officer
Sis. Sharlene Charles	Operations Assistant
Sis. Bernadette John	Member Service Rep.
Sis. Keisha Johnson	Member Service Rep.
Sis. Charelle Joseph	Member Service Rep.
Sis. Tristyne Daize	Member Service Rep.
Sis. Jonice Hamlett	Member Service Rep.
Sis. Grace Guy	Receptionist
Sis. Tracia James	Filing Clerk
Bro. Leroy Hector	Office Attendant

MARKETING DEPARTMENT

Sis. Danny-Lee Francis	Snr. Marketing Officer
Bro. Asif Bailey	Jr. Marketing Officer

INTERNAL AUDIT DEPARTMENT

Sis. A. Karen Mulraine	Internal Audit Manager
Bro. Elroy Samuel	Assistant Internal Auditor

I. T DEPARTMENT

Bro. Elias Francis	Data Systems Administrator
Bro. Anton Jardine	Assistant Data Systems Administrator
Sis. Aneka Neptune	ICT Technician

FACILITIES

Bro. G. Anthony Bowman	Facilities Officer

LEGAL

Sis. Andrea James	Legal Officer

COMPLIANCE

Bro. Kenneth Thomas	Compliance Officer/ Accountant(Ag)

GEORGETOWN OFFICE

Bro. Baldwin Johnney	Administrative Officer
Bro. Keldon Walters	Junior Loans Officer
Sis. Jewel Butler	Junior Clerk
Bro. Imron Greaves	Junior Clerk
Sis. Annecia Richards	Junior Clerk
Sis. Trevonette Johnson	Junior Clerk
Sis. Alsonna Cuffy	Junior Clerk
Bro. Myron Quashie	Junior Clerk
Sis. Adonis Byron	Junior Clerk
Sis. Fay-Ann Baptiste	Office Attendant

SOUTH RIVERS OFFICE

Sis. Charissa Pitt	Administrative Clerk
Sis. Annisha Rodgers	Junior Clerk
Sis. Kennilea Jack	Junior Clerk

BEQUIA OFFICE

Sis. Treanna Sargeant	Administrative Clerk
Bro. Danez Stowe	Junior Clerk
Bro. Danny George	Security Staff

CANOUAN OFFICE

Sis. Colita Mitchell	Administrative Clerk
Sis. Sarah Garnes	Junior Clerk

UNION ISLAND OFFICE

Sis. Vennecia Badnock-Mitchell	Administrative Clerk
Bro. Keemo Alexander	Junior Clerk
Bro. Kendell King	Junior Clerk Temp.
Bro. Junior Adams	Security Staff

Staff & Volunteer Awards 2022



ANTON JARDINE
EMPLOYEE OF THE YEAR
MOST OUSTANDING
SENIOR EMPLOYEE



ALICIA ASHTON-DOYLE
MOST OUSTANDING
JUNIOR EMPLOYEE

MOST OUTSTANDING PERFORMERS



ANTON JARDINE
I.T DEPT.



ROMANI HULL
ACCOUNTS DEPT.



KETORA BROWNE
LOANS DEPT.



CORSEL FREE-THOMAS
MEMBER SERVICE SECTION



TREANNA SARGEANT
SUB-OFFICE



DANNY GEORGE
NON-CLERICAL

YEARS OF SERVICE



MAXINE JOHNNEY
20 YEARS



SHARLENE CHARLES
15 YEARS



RICARDO SPRINGER
15 YEARS

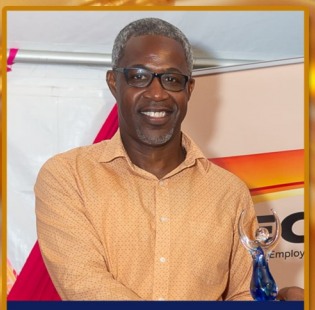


CHARISSA PITT
15 YEARS



TONYAH WILLIAMS
10 YEARS

VOLUNTEER AWARDS



RONNIE DANIEL



ANDREW BRAMBLE



DR. KATHLEEN ISRAEL



GILLIAN JOHN



RENÉ BAPTISTE CMG

4.7 CORE GOAL 6: DEVELOP BUSINESS INTELLIGENCE FUNCTION

4.7.1 Developing a Business Intelligence (BI) function will create a competitive advantage for GECCU to leverage data to make informed decisions, hence, improving member service and driving business growth. However, this priority area requires the creation of a roadmap for developing the Credit Union's BI function. Some of the key objectives identified include:

- **Enhancement of Data Analytics and Research Capabilities**

  The emphasis on this objective was to build human capacity, whether through training or recruitment. However, not much emphasis was placed on this objective due to several constraints, including physical space and a shift in work priorities.

- **Development of Centralised Database:** Most of the fundamental, actionable activities continue to be deferred due to the delay in completing the Virtualisation of the IT infrastructure.

4.8 CORE GOAL 7: ENHANCE SOCIAL CHARTER AND COMMUNITY DEVELOPMENT

4.8.1 GECCU continues to lead in fostering community engagement and fulfilling its social responsibilities. Its unwavering support for diverse initiatives helps to maintain the members' confidence and build public trust and a good reputation. During the review year, the following were some of the key initiatives supported:

4.8.1.1 CHARITY CORPORATE COOK-OFF COMPETITION

Our inaugural Charity Corporate Cook-off Competition was held on March 14th 2023 at the GECCU River-14 Recreational Park in South Rivers with much success. Five corporate partners took part in the event namely:

- St. Vincent Electricity Services Ltd (VINLEC)
- Digicel (SVG) Limited
- National Insurance Services (NIS)
- Central Water & Sewerage Authority (CWSA)
- GECCU

When the wood fires were out, Digicel received additional bragging rights as the bigger, better and now tastier network.

4.8.1.2 READING ROOM AT WEST ST. GEORGE SECONDARY SCHOOL

GECCU supported the Ministry of Education in its quest to promote literacy at the West St. George Secondary School, by donating four (4) new tablets for the school, along with a quantity of desktop computers for the Reading Room.

4.8.1.3 DIAMONITES COMMUNITY T-10 CRICKETRAMA

GECCU sponsored the Diamonites Community Organization's Fish Fest & Cricketrama competition which was held at the Diamond Village Playing Field. The tournament consisted of six teams competing in ten matches. The aim of this event was to foster inclusiveness within the community especially among the youths.

4.8.1.4 GOSPEL FEST 2023

As a proud sponsor of Gospel Fest, GECCU Youth Praise was held on April 23rd 2023 at the Russell's Auditorium. The Youth Praise featured young gospel artists age fifteen (15) and under in song, music, drama and dance.

4.8.1.5 VINCENTIAN PREMIER LEAGUE (VPL) 5th EDITION

The 5th installment of the Vincentian Premier League Tournament was held from April 10th - 23rd 2023. GECCU sponsored three-time winner La Soufriere Hikers. The tournament featured thirty matches that were broadcast live on SportsMax.

4.8.1.6 NATIONAL NETBALL TOURNAMENT

The BOSVG's National Netball Championship commenced on March 19th 2023 with the GECCU All Stars Netball Team adjudged best dressed team and having the best banner at the opening ceremony.

4.8.1.7 SYSTEM 3 ACADEMY

GECCU provided airfares for two visiting football coaches to conduct sessions with parents and athletes of the System-3 Academy to discuss the different avenues available to Vincentian students in the United States.

4.8.1.8 F15 SOFTBALL CRICKET COMPETITION

The F15 Softball Community Tournament was held from March 26th - June 25th 2023 at the Grammar School Playing Field. The competition featured teams from across the country.

4.8.1.9 2023 PENN RELAYS

GECCU assisted a student from the Thomas Saunders Secondary School to attend the annual Penn Relays which took place in April 2023.

4.8.1.10 EASTERVAL ACTIVITIES

GECCU sponsored the Bequia Veterans Sailing Sports and Culture Club's Easter Regatta and the top three prizes. We were also a Silver sponsor in the 2023 Easterval celebrations in Union Island.

4.8.1.11 YOUTH NETBALL COMPETITION

GECCU sponsored the St. Vincent and the Grenadines' Police Youth Club in their Inter-Police Youth Club Netball Competition.

4.8.1.12 NURSES ORIENTATION

GECCU presented on the Roles and the Benefits of the Credit Union to the SVG Community College Division of Nursing Education.

4.8.1.13 LAUNCH OF THE PLAYAZ BASKETBALL SUMMER PROGRAM

GECCU supported the Playaz Basketball Academy in the 2023 edition of their summer program. The two-week programme was geared towards the exposure of our young people to the world of sports and to build their character.

4.8.1.14 THE GRIEGGS SOFTBALL 10/10 COMPETITION

The Greiggs Sports and Cultural Organization/Nar Fren Dem Sports Club hosted a Men's 10/10 Softball Cricket tournament sponsored by GECCU. The competition featured teams from neighbouring communities.

4.8.1.15 BEQUIA ALPHASONIK STEEL ORCHESTRA

The island of Bequia benefited from a sponsorship of the Alphasonik Steel Orchestra's summer programme to teach students how to play a musical instrument including steelpan, drums and guitar. The programme has been in existence for the past four years.

4.8.1.16 NEW DYNAMIC RHYTHM ARTS SUMMER PROGRAMME

The New Dynamic Rhythm Arts and Creative Dance Group hosted a drumming summer programme at Langley Park Georgetown that involved teaching young people how to use the drums. The credit union invested in this programme.

4.8.1.17 MISS SVG COMMUNITY SERVICE PROJECTS

The launch of the GECCU Miss SVG 2023 Community Service Project took place on August 16th 2023 at the La Vue Hotel under the theme "Creating Herstory". The GECCU community service project aimed to engender a spirit of volunteerism and outreach that helps to build stronger economies and motivate people to work for the betterment of humanity.

4.8.1.18 YOUTH LEADERSHIP SYMPOSIUM 2023

GECCU successfully hosted the 10th Annual Youth Leadership Symposium on August 30th and 31st 2023 at the Anglican Pastoral Centre in New Montrose. The theme was "Embracing the Pathway to Success".

4.8.1.19 JUNIOR JEOPARDY COMPETITION

The Credit Union sponsored the 2023 NBC Radio Junior Jeopardy summer programme, which engages youth through local and current affairs topics. The top three winners received vouchers to join the Credit Union.

4.8.1.20 EVERYTHING VINCY EXPO+

The annual Everything Vincy Expo+ 2023 was held from October 26th – 29th at the decommissioned E.T Joshua tarmac in Arnos Vale. Of significance, GECCU was adjudged best booth at the event.

4.8.1.21 MEMBERS' APPRECIATION DAY

GECCU hosted its annual Members' Appreciation Day at all of its locations on Thursday October 19th 2023. This Appreciation Day is part of GECCU's continued thrust in giving back to the membership. Highlights of the appreciation day were posted on our social media platforms.

4.8.1.22 HOSTING OF ANNUAL CHRISTMAS PARTY

For the first time since 2019, GECCU hosted a Christmas Party for one of its sponsored schools on December 15th 2023. The students at the Layou Government School were treated to games, gifts and refreshments to close the school term.

4.8.1.23 INAUGURAL GECCU CHRISTMAS MARKET SUCCESS

GECCU Christmas Market was considered a resounding success. There was an official count of 46 small business members that participated. Members sold products and built clientele. The members expressed gratitude to the Credit Union for giving them the opportunity to advertise their small businesses. It is anticipated that this Christmas Market will be repeated during the 2024 Christmas season.

4.8.1.24 DECEMBER EDITION OF GECCU BUZZ NEWSLETTER

The Education Committee worked during the month of December on the end of year edition of the GECCU Buzz Newsletter. This final edition for 2023 focused on Christmas in SVG and the different activities that the Credit Union sponsors. A collage of activities for the year, as well as recipes and other tips for the season were included in the Newsletter.

2023


Christmas Loan Giveaways


Christmas Loan Giveaways


National Heroes Day Charity Cook-Off




National Top Saver Award

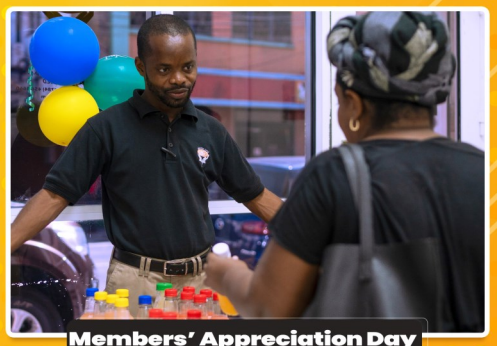

VINSA JA Sponsorship


National Heroes Day Charity Cook-Off


PYA


School Co-operative Program Visits


Peter's Hope Affordable Housing Project


Members' Appreciation Day


School Co-operative Program Visits


School Christmas Party



Everything Vincy Expo

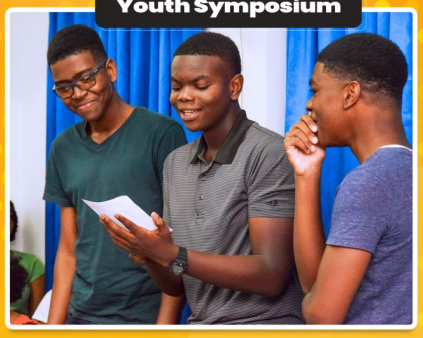
Highlights

FOLLOW US

Miss SVG Corporate Visit



Youth Symposium



Youth Symposium



Summer Camp



Staff Awards & Dinner





CPEA Scholarship Awards Recipients

Members' Appreciation Day



Staff Awards & Dinner





University Bursaries Awards



Everything Vincy Expo





GECCU Christmas Market

GECCU Christmas Market



4.8.2 SCHOLARSHIP

4.8.2.1 Annual Scholarships to Secondary School: During the period under review, sixteen (16) scholarships were awarded to students who were successful in the 2023 Caribbean Primary Exit Assessment (CPEA). This total included a tie in the female and male categories for the sixth position.

The 2023 scholarship recipients were: -

Girls:

Joleah John	- Dickson Methodist
J-ylah Lewis	- Windsor Primary
Alexia LaBorde	- St. Mary's Roman Catholic
Amariah May	- St. Mary's Roman Catholic
Meshauna Butler	- Union Methodist Primary
Saoirse Cupid	- Sugar Mill Academy
Ayah De Freitas	- St. Mary's Roman Catholic

Boys:

Kajj Murray	- Windsor Primary
Brescott Glynn	- Kingstown Preparatory
Evronn Cadougan	- Kingstown Preparatory
Osei Abbott	- Georgetown Government
Delvin Connell	- Dickson Methodist
Cairos Warren	- Lodge Village Government
Bryce Woods	- Georgetown Government

Grenadines Scholarship:
Northern Grenadines: Kevlan Lavia – Bequia Anglican Primary
Southern Grenadines: Xavier Charles – Canouan Government

4.8.2.2 Scholarship Presentation Ceremony: The scholarship recipients were presented with certificates of academic excellence at a brief ceremony held on Wednesday, July 13, 2023, at the Methodist Church Hall, Kingstown. An additional one hundred and seventy-six (176) students received cash awards of $175.00 each. The theme of the ceremony was "***The courage to dream, soar and thrive***". The motivational speaker was Mr. Sunil Sheen, GECCU Scholar of 1992.

4.8.2.3 ***University Bursary***: GECCU continued to assist members with bursaries valued at $3,000.00 for studies at University level. The successful recipients were: Ajomo Baker, Keon-j Findlay, Nauris Sam, Tuwhana Bowens and Léanna Laidlow. The recipients' academic records were outstanding. A presentation ceremony took place on Wednesday 18th October 2023 at GECCU's Conference room.

4.8.2.4 Scholarships and bursaries amounted to $204,850 as at December 31, 2023.

4.8.2.5 ***Congratulations***

The Board of Directors and Scholarship Committee extends congratulations to all recipients of scholarships and bursaries and wish them continued success in their academic endeavours.

Congratulations are also extended to our scholarship holders who performed creditably at the 2023 Caribbean Secondary Education Certificate (CSEC) and the Caribbean Advanced Proficiency Examinations (CAPE). Special mention is made of Nailah Jack and Oneil Sprott on their exceptional performance at the 2023 CSEC examinations. Nailah was the top female performer, while Oneil was the top male performer for St. Vincent and the Grenadines.

Given their remarkable performance at the CAPE examination, Solomon Bascombe, Kajé Jack, Kwesi James, Aturo Parsons and Akayla Crichton were among students who received national scholarships and bursary awards from the Government of St. Vincent and the Grenadines.

GECCU continues to be impressed with the performances of its scholars.

4.8.2.6 ***Youth Leadership Symposium***: The annual youth leadership symposium which targets current scholarship holders took place on August 30 & 31, 2023 at the Anglican Pastoral Centre, New Montrose. The theme of the symposium was "**Embracing the pathway to success**". The activity was organized in conjunction with the Marketing Department and is detailed in the report of the Education Committee.

4.8.2.7 ***Meeting with Scholarship holders***: School reports of scholars were reviewed by the Scholarship Committee. The committee was satisfied with the performance and conduct of most of the scholarships holders. There was notably improvement in the performance of students with whom members of the committee met. However, there were some students whose performance was not at the required standard; as a result, payment of scholarships for those students were withheld pending improved performance.

4.9 SOCIAL DEVELOPMENT

The Social Development Fund (SDF) was established by a resolution passed at the 38th Annual General Meeting of the General Employees Co-operative Credit Union Ltd held on 13th May 2004. Its primary objective is to extend aid to members experiencing financial hardships resulting from emergencies such as storm damage, fire, earthquake, or severe illness. Oversight of the fund is entrusted to a dedicated Social Development Committee (SDC), duly appointed by the Board of Directors in adherence to the resolution. The following individuals were appointed to serve on the committee for the period 2023:

- Bro. Brian Alexander (Chairperson)
- Bro. Linus Goodluck (Deputy Chairperson)
- Sis. Samantha M. Robinson (Secretary)
- Sis. Jonquil Cadougan (Assistant Secretary)
- Sis. Jacintha Payne
- Sis. Sandra Augustus
- Bro. Michael Da Silva
- Sis. Cecelia Williams
- Bro. Douglas Rose
- Sis. Cecile Fraser-Gibson (Staff)
- Bro. Enrico Morris (Staff)

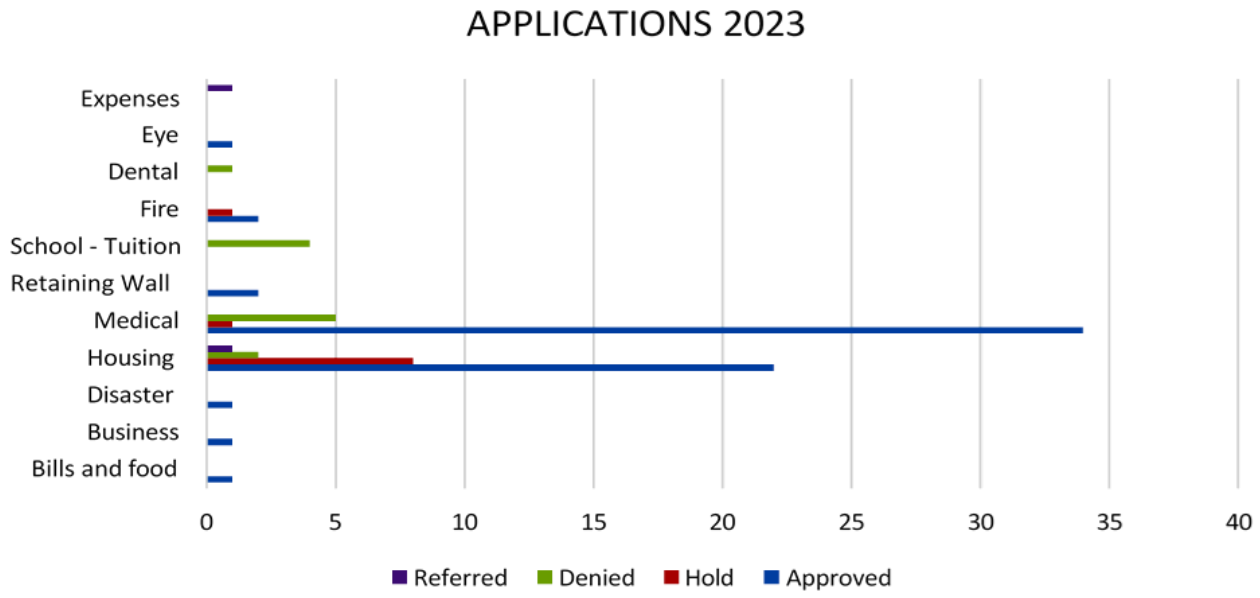
4.9.1 The Committee convened regular monthly meetings, supplemented by numerous special sessions and site visits as deemed necessary. These gatherings facilitated the thorough assessment and validation of submitted requests and estimates, ensuring diligent scrutiny of each case.

4.9.2 The residual effects of the eruptions of the La Soufriere volcano, compounded by the persisting effects of the Covid-19 pandemic, have starkly exposed the vulnerabilities faced by our members. Amidst ongoing economic uncertainties and health concerns, safety has become paramount. Consequently, the Committee remained steadfast in its commitment to assess a myriad of applications for assistance, particularly of housing and medical expenses.

4.9.3 ***Applications:*** Throughout the year ending December 31st, 2023, the Social Development Committee diligently reviewed applications for financial assistance from members, covering a wide range of categories. Application was made for a total of $1,256,295.36, with $623,175.81 being approved, representing a 49.62% approval rate. Medical assistance comprised the majority of applications, totaling 39, with 34 approvals, and accounting for 87.18% of all medical applications. Other categories such as: bills and food, business, and disaster relief saw a 100% approval rate, reflecting the Committee's commitment to supporting members in need. Housing applications, totaling 28, saw 22 approvals, amounting to a 78.57% approval rate. Despite the Committee's efforts, some applications, particularly for school tuition and fire-related expenses, were denied. Additionally, a few applications were put on hold or referred for further review. Table 1 and Graph 1 below give a breakdown and status of the applications that were received and processed by the Committee in 2023.

Table 1: Applications received and processed by the Social Development Committee in 2023

Category	No. of Applications	Approved	Hold	Denied	Referred
Bills and food	1	1			
Business	1	1			
Disaster	1	1			
Housing	33	22	8	2	1
Medical	40	34	1	5	
Retaining Wall	2	2			
School - Tuition	4			4	
Fire	3	2	1		
Dental	1			1	
Eye	1	1			
Expenses	1				1
Total	**88**	**64**	**10**	**12**	**2**



4.9.3 FINANCIAL STATUS OF THE SOCIAL DEVELOPMENT FUND:

Table 2 - The following table presents a financial statement of the Social Development Fund at 31st December 2023.

PARTICULARS	EC $
Opening balance as at January 1st, 2023	2,321,000.00
Add: SDF contribution for the year	662,820.00
Less: Payments for SDF as at December 31st, 2023	686,998.00
Ending Balance as at December 31st, 2023	**2,296,822.00**

4.9.4 OUTREACH ACTIVITIES: In light of the holiday season and the prevailing hardships, notably poverty, a proposal was forwarded to the Board of Directors seeking support for a food voucher program designed to assist the underprivileged and vulnerable members of the Credit Union. Following deliberation, approval was granted for the implementation of the Christmas Food Voucher initiative, encompassing provisions for 60 recipients, each receiving a voucher valued at $300, culminating in a total expenditure of $18,000. Distribution of the vouchers commenced on December 18th, 2023.

4.9.5 SOCIAL DEVELOPMENT COMMITTEE (SDC) GUIDELINES: Following a review session with the Board, minor adjustments were made to the guidelines. The revised guidelines are slated for another presentation, during which necessary adjustments will be addressed. Subsequently, the updated guidelines will be resubmitted to the Board for approval.

4.9.6 GECCUMED: GECCU's group insurance plan (GECCUMED) continues to provide valuable Health, Life, Accidental Death, and Dismemberment coverage to our valued members via SAGICOR, our new health insurance provider to GECCU Ltd.

5.0 OUTLOOK AND FUTURE STRATEGIES

Given the positive economic forecast for 2024, the Credit Union will position itself to capitalize on the opportunities in the changing financial and economic environment. The Credit Union's focus and direction for the fiscal year would include the following:

1. Consider the changing work culture and continue to prioritize employees' well-being and mental health.

2. Promote a diverse and inclusive workplace that creates opportunity and empowers employees at all locations.

3. Strengthen members' service through continuous staff training to ensure that members' interaction is a pleasant experience, and members are engaged.

4. Explore opportunities and proactive measures to improve profitability through revenue enhancement (the loan portfolio and investments) and cost reduction.

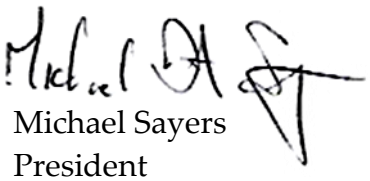
5. Capitalize on the digital era by embracing technology to optimize growth, offering and improving digital financial services, and enhancing efficiency through digital transformation.

6. Commit resolutely to reducing our carbon footprint and looking for green solutions.

7. Implement resiliency principles by inculcating a more robust risk culture at all governance levels, strengthening internal controls, processes, and policies, and strengthening cybersecurity measures.

6.0 CONCLUSION

Brothers and sisters, our financial performance has been enhanced through the sterling effort of the GECCU team as we weathered the challenges that confronted us. This year, like many others, has been a testament to our resilience and relentless dedication to service. Our accomplishment would not have been possible without the dedication of our employees, committees, Board, and the confidence of our members. In 2024, we will be celebrating our 60th anniversary under the theme **"A Gem We've Built Together".** I encourage all members to celebrate with us since we should be proud of our many accomplishments.



Michael Sayers
President

Appendix 1: List of persons who passed during the year 2023

1. Nathaniel Abbey
2. David Abbott
3. Viola Abraham
4. Cameron Alexander
5. Metheline Alexander
6. Sydney Allen
7. Reuben Alves
8. Sylvia Anderson
9. Samuel Andrews
10. Yvonne Anthony
11. Everard Antoine
12. Rodney Antoine
13. Ezekiel Arthur
14. Jennifer Bacchus
15. Desserie Balcombe
16. Ian Ballantyne
17. Joenassa Ballantyne
18. Sheryl Ballantyne
19. Ephraim Baptiste
20. Iola Baptiste
21. Suzeth Baptiste
22. Loreth Bartholomew
23. Elrita Billingy
24. Margaret Bonadie
25. Anthony Bowens
26. Joyclyn Bowens
27. Shammeika Brackin
28. Briannel Browne
29. Dario Browne
30. Isola Browne
31. Lez Browne
32. Lucille Browne
33. Saundra Browne
34. Joel Bruce
35. Annette Bullock
36. Camilla Bullock
37. Douglas Bullock
38. Merle Burke
39. Roddie Burke
40. Vibert Cadogan
41. Cornelius Campbell
42. Esther Carr-Taylor
43. Ramona Caruth
44. Hizikijah Charles
45. Kenroy Charles
46. Princess Charles
47. Sylvia Charles
48. Emille Clarke
49. Alur Clasp
50. Christabell Coldeira
51. Troyana Collins
52. Roxanne Collis
53. Byron Conliffe
54. Pompey Cornis
55. Ormonde Crichton
56. Yvonne Crosby
57. Gabriel Culzac
58. Hosea Cumberbatch
59. Renrick Cumberbatch
60. Ceymon Da Silva
61. Alban Da Souza
62. Brenton Daniel
63. Kenroy Dasent
64. Donna Davis
65. Lorna Davis
66. Clementina Delpelche
67. Aubert Deroche
68. Girlie Diaze
69. Novelyn Dixon
70. Andrew Dougan
71. Joel Dowers
72. Yvette Drakes
73. Lenox Duncan
74. Damaris Durrant-Siew
75. Herman Edwards
76. Jeanette Edwards
77. Julian Farrell
78. Winnifred Forbes-Billingy
79. Czarina Foyle
80. Alfred Francois
81. Rudolph Francois
82. Harriette Franklyn
83. Eroy Fraser
84. Kenton Frederick
85. Edward Gibson
86. Tyrone Gibson
87. Grizelda Glasgow
88. Kenrick Glasgow
89. Darrill Gloster
90. Desran Gould
91. Mary Grant-Noel
92. Ancilla Gurley
93. Daisy Haddaway
94. Jadeesha Hall
95. Millicent Hamilton
96. Annette Haynes
97. Astrid Haynes
98. Winston Haywood
99. Arabella Hazell
100. Millicent Henry
101. Mavis Henville
102. Joseph Hewitt
103. Dondre Hillocks
104. Maxan Horne
105. Maynard Horne
106. Veadol Husbands
107. Leni Jack
108. Dexter Jack
109. Jacob Jackson
110. Merle Jackson-Lewis
111. Fitzroy Jacobs
112. Gertrude Jacobs
113. Kailey Jacobs
114. Thomas Jacobs
115. Alwyn James
116. Egbert James
117. Jasmine James
118. Motumbu Jeremiah
119. Collinford John
120. Ercelle John
121. Joel John
122. Hugh Johnson
123. Jenerlee Jones
124. Marcelle Jones
125. Boslan Joseph
126. Dourn Joseph
127. Otis Joseph
128. Elaine Kelly
129. Fitzroy King
130. Onnia King
131. Keron Laborde
132. Mark Lammy
133. Mark Lammy
134. Elvis Latchman
135. Nola Lawrence
136. Selwyn Lawrence
137. Davidson Leigertwood
138. Arthur Lewis

139. Gideon Lewis
140. Simon Lewis
141. Casandra Lewis-Saunders
142. Aalyiah Louis
143. Eldina Marks
144. Ashley Marksman
145. Desmond Matthews
146. Philistene Matthews-Robinson
147. Keno Matthias
148. Elizabeth Mc Bride
149. Kendrick Mc Dowall
150. Franklyn Mc Kenzie
151. Jenny Mc Kenzie
152. Leon Mc Kenzie
153. Andrew Mc Kie
154. Stephen Mckie
155. Everald Miller
156. Michael Miller
157. Gail Millington-Weekes
158. Elizabeth Mofford
159. Cutelyn Morgan
160. Joel Morgan
161. Anita Morgan-Nanton
162. Amrie Morris-Patterson
163. Jillian Murray
164. Velma Myers-Murray
165. Oswald Nanton
166. Alston Nero
167. Benson Nero
168. Calbert Nero
169. Marilyn Nero
170. Henry Neverson
171. Rosita Neverson
172. Rennetta Nicholls
173. Anne Nichols
174. Zelvia Nichols
175. Lawrence Nolly
176. Paul O'garro
177. Eran Ollivierre
178. Renrick Ollivierre
179. Ernel O'nel
180. Emencia Parsons
181. Charmine Peters
182. Claudette Peters
183. Elijah Peters
184. Kenroy Peters
185. Lloyd Phillip
186. Marie Pompey
187. Etta Primus
188. Vivian Primus
189. Guston Prince
190. Michael Prince
191. Thelma Providence
192. Cheryl Quammie
193. Ann Lizina Quashie
194. Rosamond Reece
195. Derrick Reed
196. Celia Richards
197. Vanessa Roban
198. Fitzroy Roberts
199. Thelma Roberts
200. Ernest Robertson
201. Elisie Rodgers
202. Sadat Russel
203. Patsy Russell
204. Maureen Ryan
205. Clyde Sam
206. Jimodean Sam
207. Alison Samuel
208. Grafton Samuel
209. Landman Samuel
210. Randolph Samuel
211. Shirley Samuel
212. Garth Saunders
213. Claudette Scipio
214. Brenda Shallow
215. Dennis Shallow
216. Eileena Sharpe
217. Norris Simmons
218. Patricia Simmons
219. Titus Simmons
220. Urias Simmons
221. Amelia Simpson
222. Eva Slater
223. Advira Small
224. Josette Spencer
225. Vordeen Stapleton
226. Valencia Stapleton-Chamber
227. Sylvia Steele
228. Leandrea Stephens
229. Bernard Stowe
230. Ormond Stowe
231. Christina Stowe-Peters
232. Terron Tannis
233. Marleen Tash
234. Lesline Thomas
235. Shanika Thomas
236. Alice Timm
237. Bethel Toney
238. Louise Toney
239. Jennifer Waldron
240. Unicie Walker
241. Kenroy Walker-Providence
242. Yvonne Wardrobe
243. Darrel Warrick
244. Godwin Webb
245. Marcia Weekes
246. Sheldon Welch
247. Anita Williams
248. Benjamin Williams
249. Clifford Williams
250. Germine Williams
251. Isaac Williams
252. Jasmine Williams
253. Kesron Williams
254. Mark Williams
255. Mercedes Williams
256. Norma Williams
257. Winston Williams
258. Zanda Williams
259. Jemma Williams-Stapleton
260. Dryzelle Wilson
261. Sharon Wood Nash
262. Cecelia Woods
263. Monica Wyllie
264. Thelma Wyllie
265. Jean Ann Yearwood
266. Noreen York
267. Noreen Yorke
268. Palmore Young
269. Verlyn Young



The Treasurer's Report

to the
58th ANNUAL GENERAL MEETING
of the
GENERAL EMPLOYEES' CO-OPERATIVE CREDIT UNION LIMITED (GECCU)

THE TREASURER'S REPORT
TO THE 58TH ANNUAL GENERAL MEETING

1.0 INTRODUCTION

Brothers and sisters, I am pleased to present an overview of GECCU's financial results, which highlights the financial performance of the General Employees Co-operative Credit Union Ltd for the year ending December 31, 2023.

1.1 The performance for the 2023 fiscal year exhibits the Credit Union's path to recovery. The effort globally to return economic activities to pre-pandemic levels has impacted the Credit Union positively, even as it contends with the adverse effects of inflation and the looming unrest from the ongoing wars in the Middle East. The significant growth in our loan portfolio and augmented income stream validated the recovery efforts. The impact of this growth was manifested in increased profitability by $141k or 4% to $3.7 million. In addition, the Credit Union maintained liquidity levels and capital adequacy above the statutory requirements.

2.0 FINANCIAL PERFORMANCE

The following is a synopsis of performance for the financial year ending December 31, 2023, with comparatives from the 2022 financial year.

2.1 ASSETS

The Credit Union's total assets amounted to $411.6 million, increasing by $27.4 million or 7% over the 2022 fiscal year; the asset growth was mainly concentrated in members' loans and cash resource. The following influenced the movement in total assets:

1. **Loans Portfolio**
   There was a net growth of $13.3 million, or 7%, to $199.8 million, compared to the $186.4 million in 2022. Mortgages and consumer loans accounted for a significant proportion of this growth.

2. **Investment Securities**
   The investment portfolio stood at $93 million at the end of 2023, representing a growth of $2 million or 2% compared to the $91 million in 2022. The purchase of sovereign bonds and the placement of additional fixed deposits were the primary contributing factors to the portfolio's growth.

3. **Cash Resources**
   The Credit Union had a net cash inflow of $10.3 million in 2023, resulting in an increase of 14% in cash resources to the $82 million, relative to $71.8 million in 2022. The two main contributors to the net cash inflow were an increase in inflows from members' deposits and share savings. The Credit Union continues to exceed the statutory liquidity requirements considerably.

4. **Other Assets**
   Other assets grew by $757k or 98% to $1.5 million, compared to the $773k in 2022. This upward movement was driven by the increase in the deposit on fixed asset and ATM receivables. Deposit on fixed asset included the deposit on an additional ATM, scheduled to arrive in 2024, and costs relating to the virtualization project scheduled for completion in 2024.

5. **Property Plant and Equipment**
   There was a net reduction in property plant and equipment of $405k or 3% to $12.4 million, relative to the $12.8 million in 2022. This was due to the depreciation charges to account for the annual wear and tear of the Credit Union's assets .

Table 1: Component of Assets

	2023	2022	Increase/ (Decrease) $	Increase (Decrease) %-age 2023 over 2022	Increase (Decrease) %-age 2022 over 2021
Total Assets	411,614,507	384,191,191	27,423,316	7%	9%
Loans	199,764,783	186,415,799	13,348,984	7.2%	10.8%
Investment Securities	92,992,263	90,950,435	2,041,828	2%	39%
Cash Resources	82,042,011	71,778,156	10,263,855	14%	-13%
Investment property	13,679,136	13,631,661	47,475	0%	3%
Property Plant and Equipment	12,467,475	12,872,751	-405,276	-3%	-5%

2.2 SHARE CAPITAL & MEMBERS' DEPOSITS

2.2.1 Table 2 shows the movement in the members' deposits and share capital categories. Share capital increased by $1.5 million or 4% to $36.8 million compared to $35.2 million in 2022. Members' shares savings increased by $11.6 million or 8% compared to 2022.

2.2.2 The term deposit decreased by $1.7 million or 2%, while the ordinary deposits increased by $12.7 million or 11%. Members' payments to deposits and shares continue to be the Credit Union's primary sources of liquidity.

Table 2: Component of Share Capital and Members' Deposits

	2023	2022	Increase/ (Decrease) $	Increase/ (Decrease) 2023 over 2022 (% age)	Increase/ (Decrease) 2022 over 2021 (% age)
Share capital	36,786,983	35,281,425	1,505,558	4%	4%
Members' shares savings	151,122,819	139,563,006	11,559,813	8%	10%
Term deposits	66,003,606	67,667,365	-1,663,759	-2%	3%
Ordinary deposits	124,083,463	111,359,845	12,723,618	11%	14%

2.3 INCOME

2.3.1 The Credit Union's total income increased by $1.4 million, or 6%, to $23.2 million compared to $21.8 million in 2022. Loan interest income and investment income were the primary drivers of this growth. The following changes were noted in the different revenue categories.

- The loan interest income reflected an increase of $1.5 million or 10% relative to the 2022 fiscal year. The rate reflected the growth experienced in the loan portfolio.
- The returns received on additional bond and fixed deposit contributed to the increase in investment income of $497.7k or 17%. However, the low-interest-rate environment is still challenging the Credit Union.
- The rise in rental income of $59.3k or 8% resulted from increased occupancy of spaces in our rental properties.
- The downward movement of $689.5k or 32% in other income in comparison to the previous year was primarily as a result of the revaluation exercise carried out in 2022. Based on the Credit Union's policy, there were no scheduled revaluations in 2023.

Figure 1: Component of Income (with comparative)

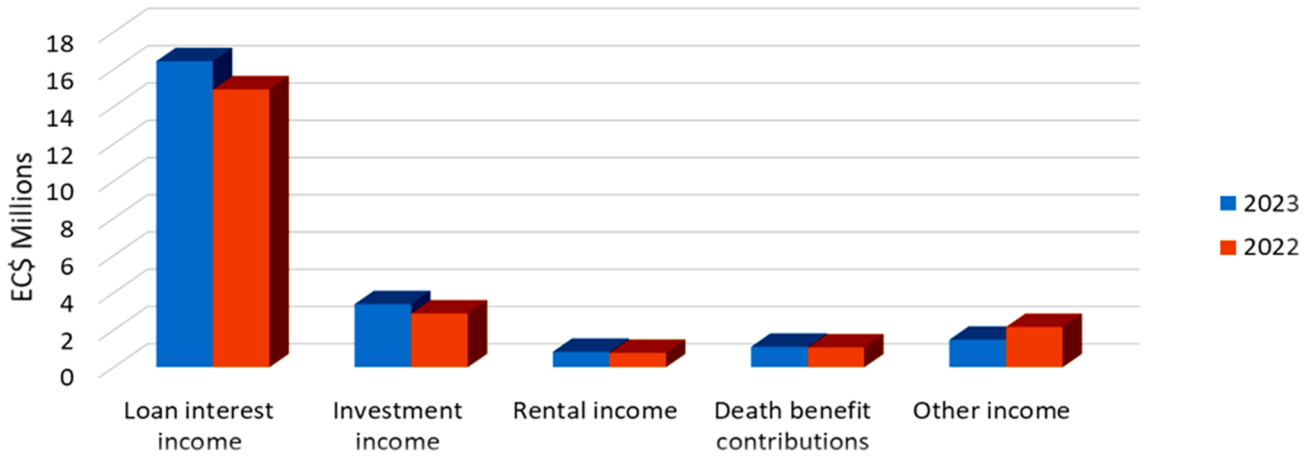


Table 3: Categories of Income

	2023 $	2022 $	Increase/ (Decrease)	Increase/ (Decrease) 2023 over 2022 (% age)	Increase/ (Decrease) 2022 over 2021 (% age)
Total income	23,230,785	21,820,033	1,410,752	6%	6%
Loan interest income	16,436,577	14,925,644	1,510,933	10%	6%
Investment income	3,389,397	2,891,760	497,637	17%	4%
Rental income	830,803	771,465	59,338	8%	15%
Death benefit contributions	1,098,060	1,065,680	32,380	3%	4%
Other income	1,475,948	2,165,484	(689,536)	-32%	13%

2.4 EXPENSES

2.4.1 Total expenses amounted to $19.5 million, an increase of $1.3k or 7% compared to the $18.2 million for the comparative period in 2022. The changes in the individual categories were due to the following;

- The increase of $489.9k or 11% in other operating expenses resulted from the resumption of several Credit Union's activities previously affected by restrictions imposed by the pandemic. These included: attendance of conventions, training activities overseas, and advertising activities relating to festivals and school programs. Additionally, licensing fees increased for system updates required to support the virtualization project, cyber security and other operation software.
- Staff costs reflect an increase of $46.6k or 1%, primarily due to staff uniform payment processed in 2023.
- The increase in the expected credit losses of $512k or 177% in the loan portfolio reflected the increase in loans and the risk profile of the portfolio.

Figure 2: Composition of Expenses

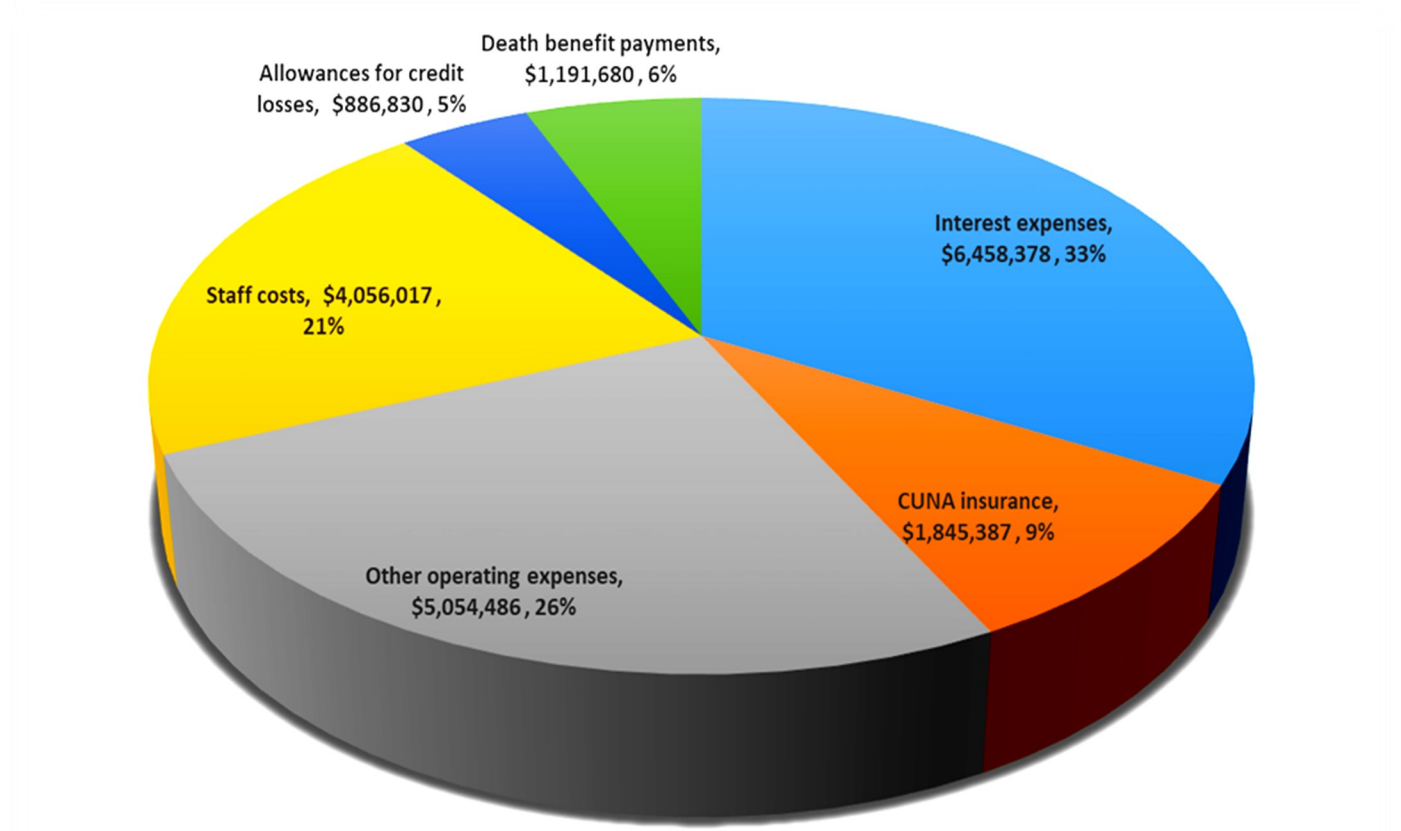


Table 4: Categories of Expenses

	2023 $	2022 $	Increase/ (Decrease) $	Increase/ (Decrease) 2023 over 2022 (% age)	Increase/ (Decrease) 2022 over 2021 (% age)
Total expenses	19,492,778	18,223,242	1,269,536	7%	5%
Interest expenses	6,458,378	6,281,228	177,150	3%	9%
Staff costs	4,056,017	4,009,382	46,635	1%	8%
CUNA insurance	1,845,387	1,712,899	132,488	8%	9%
Other operating expenses	5,054,486	4,564,594	489,892	11%	13%
Death benefit payments	1,191,680	992,195	199,485	20%	8%
Allowances for credit losses - Loans	801,630	289,508	512,122	177%	-69%
Allowances for credit losses - Investment	85,200	373,436	(288,236)	-77%	-20%

2.5 NET PROFIT

2.5.1 A net profit of $3.7 million was realized for 2023, representing an increase of $141k or 4% from the profit of $3.6 million reported in 2022.

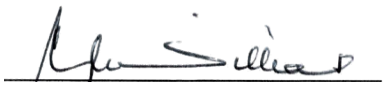
3.0 CONCLUSION

3.1 The Credit Union is optimistic that the trend in its financial performance will continue in 2024 despite the rising cost globally, the ongoing war in the Middle East and the potential negative impacts of climate change. The Credit Union intends to capitalize on the post pandemic growth opportunities. We anticipate that the Peters Hope Land Development Project will propel our loan growth while meeting members' housing needs. Also, the River 14 Recreational Site, one of our largest social investments, is expected to maintain its popularity.

3.2 We are committed to ensuring that GECCU remains a safe, sound and sustainable financial institution in the future; thus, we will continue to take a strategic risk-sensitive approach to decision-making.

3.3 I want to thank the Board of Directors, Committees, Management, and Staff for their support in 2023. In addition, I extend special thanks to the staff in the Accounts Department for their unwavering support.

Brothers and Sisters, we can and will continue to achieve more together.



Sis. Cecelia J. Williams
Treasurer



GECCU Financial Statements & Auditors' Report

to the

58th ANNUAL GENERAL MEETING

of the

GENERAL EMPLOYEES' CO-OPERATIVE CREDIT UNION LIMITED (GECCU)

GENERAL EMPLOYEES' CO-OPERATIVE CREDIT UNION LIMITED

FINANCIAL STATEMENTS

FOR THE YEAR ENDED DECEMBER 31, 2023

GENERAL EMPLOYEES' CO-OPERATIVE CREDIT UNION LIMITED

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GENERAL EMPLOYEES' CO-OPERATIVE CREDIT UNION LIMITED

CORPORATE INFORMATION

REGISTERED OFFICE
Kingstown
St. Vincent and the Grenadines

BOARD OF DIRECTORS

Bro. Michael Sayers	-	President
Bro. Hugh Colin Sam	-	Vice President
Sis. Cecelia J. Williams	-	Treasurer
Bro. Linus Goodluck	-	Secretary
Bro. Meriah Samuel		
Bro. Philmore Isaacs		
Bro. Endall Johnson		
Bro. Kelvin Pompey		
Bro. Renato Gumbs		

CHIEF EXECUTIVE OFFICER (Ag)
Maxine Johnney

SOLICITOR
Baptiste and Company

FINANCIAL INSTITUTIONS
Bank of St. Vincent and the Grenadines Limited
First National Bank St. Lucia

AUDITORS
BDO Eastern Caribbean
Chartered Accountants

Tel: 784-456-2669
Tel: 473-435-2669
bdovc@bdoecc.com
www.bdoecc.com

The Financial Services Centre
P.O. Box 561
Kingstown Park
St. Vincent and the Grenadines

INDEPENDENT AUDITORS' REPORT

To the Members
General Employees' Co-operative Credit Union Limited
St. Vincent

Opinion

We have audited the financial statements of the General Employees' Co-operative Credit Union Limited ("the Credit Union"), which comprise:

- the statement of financial position as at December 31, 2023
- the statement of profit or loss and other comprehensive Income
- the statement of changes in members' equity
- the statement of cash flows for the year then ended, and
- the notes to the financial statements including material accounting policy Information.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Credit Union as at December 31, 2023, and its financial performance and its cash flows for the year then ended in accordance with IFRS Accounting Standards as issued by International Accounting Standards Board (IFRS Accounting Standards).

Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (ISAs). Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Credit Union in accordance with the International Ethics Standards Board for Accountants International Code of Ethics for Professional Accountants (IESBA Code), together with the ethical requirements that are relevant to our audit of the financial statements in St. Vincent and the Grenadines, and we have fulfilled our other ethical responsibilities in accordance with the IESBA Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other information included in the Credit Union's 2023 Annual Report

Management is responsible for the other information. The other information comprises the information included in the Credit Union's 2023 Annual Report but does not include the financial statements and our auditor's report thereon. The Credit Union's 2023 Annual Report is expected to be made available to us after the date of this auditor's report.

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

In connection with our audit of the financial statements, our responsibility is to read the other information identified above when it becomes available and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated.

When we read the annual report, if we conclude that there is a material misstatement therein, we are required to communicate the matter to those charged with governance.

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To the Members
General Employees' Co-operative Credit Union Limited
St. Vincent

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of financial statements in accordance with IFRS Accounting Standards, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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 Credit Union or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Credit Union's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit 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 Credit Union's internal control.

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.

- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Credit Union's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause the Credit Union to cease to continue as a going concern.

To the Members
General Employees' Co-operative Credit Union Limited
St. Vincent

Auditor's Responsibilities for the Audit of the Financial Statements (cont'd)

- Evaluate the overall presentation, structure, and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

We also provide those charged with governance a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

BDO

BDO Eastern Caribbean
Kingstown, St. Vincent and the Grenadines
June 4, 2024

GENERAL EMPLOYEES' CO-OPERATIVE CREDIT UNION LIMITED
Statement of Financial Position
As at December 31, 2023
(Expressed in Eastern Caribbean Dollars)

	Note	2023 $	2022 $
Assets			
Cash resources	6	82,042,011	71,778,156
Inventories	7	8,769,271	7,442,874
Investment securities - amortised cost	8(i)	91,881,026	89,913,898
Investment securities - fair value through profit or loss (FVPL)	8(ii)	1,111,237	1,036,537
Loans to members	9	199,764,783	186,415,799
Right of use assets	10	368,882	325,996
Other assets	11	1,530,686	773,519
Investment properties	12	13,679,136	13,631,661
Property, plant, and equipment	13	12,467,475	12,872,751
Total assets		411,614,507	384,191,191
Liabilities			
Other payables	14	6,601,434	5,529,857
Staff pension fund deposit	15	1,235,833	1,125,229
Lease liabilities	16	374,058	328,623
Members' deposits	17	190,916,849	180,010,958
Members' ordinary savings	18	151,122,819	139,563,006
Total liabilities		350,250,993	326,557,673
Members' equity			
Share capital	19	36,786,983	35,281,425
Statutory reserve	20	10,821,081	9,698,182
Social development fund	21	2,296,822	2,321,000
Statutory development fund	22	30,000	30,000
Revaluation reserve		2,718,284	2,718,284
Retained earnings		8,710,344	7,584,627
Total members' equity		61,363,514	57,633,518
Total liabilities and members' equity		411,614,507	384,191,191

The notes on pages 9 to 55 are an integral part of these financial statements.

APPROVED FOR ISSUE BY THE BOARD OF DIRECTORS AND SIGNED ON ITS BEHALF BY:

Michael Sayers - President

Cecelia J. Williams - Treasurer

GENERAL EMPLOYEES' CO-OPERATIVE CREDIT UNION LIMITED
Statement of Profit or Loss and Other Comprehensive Income
For the year ended December 31, 2023
(Expressed in Eastern Caribbean Dollars)

	Note	2023 $	2022 $
Income			
Loan interest		16,436,577	14,925,644
Investment interest	23	3,389,397	2,891,760
		19,825,974	17,817,404
Interest expense		(6,458,378)	(6,281,228)
Net interest income		13,367,596	11,536,176
Expected credit losses	24	(886,830)	(617,985)
General and administrative expenses	25	(6,884,585)	(6,265,843)
Staff costs	26	(4,056,017)	(4,009,382)
Other operating income, net	27	2,123,143	2,960,664
Operating profit		3,663,307	3,603,630
Net unrealized gain (loss) on FVTPL investments		74,700	(6,839)
Net profit for the year		3,738,007	3,596,791
Total comprehensive income		3,738,007	3,596,791

The notes on pages 9 to 55 are an integral part of these financial statements.

GENERAL EMPLOYEES' CO-OPERATIVE CREDIT UNION LIMITED
Statement of Changes in Members' Equity
For the year ended December 31, 2023
(Expressed in Eastern Caribbean Dollars)

	Note	Share capital $	Statutory reserve $	Social development fund $	Statutory development fund $	Revaluation Reserve $	Retained earnings $	Total $
Balance as at December 31, 2021		33,905,511	8,617,759	2,302,264	30,000	2,718,284	6,207,889	53,781,707
Net profit for the year		-	-	-	-	-	3,596,791	3,596,791
Shares issued during the year	19	1,774,407	-	-	-	-	-	1,774,407
Shares repurchased during the year	19	(398,493)	-	-	-	-	-	(398,493)
Net increase in social development fund	21	-	-	18,736	-	-	-	18,736
Statutory development fund	22	-	-	-	-	-	(30,000)	(30,000)
Appropriation to statutory reserve	20	-	1,079,037	-	-	-	(1,079,037)	-
Entrance fees	20	-	1,386	-	-	-	-	1,386
Dividends paid		-	-	-	-	-	(1,111,016)	(1,111,016)
Balance as at December 31, 2022		35,281,425	9,698,182	2,321,000	30,000	2,718,284	7,584,627	57,633,518
Opening balance		35,281,425	9,698,182	2,321,000	30,000	2,718,284	7,584,627	57,633,518
Net profit for the year							3,738,007	3,738,007
Shares issued during the year	19	1,666,569	-	-	-	-	-	1,666,569
Shares repurchased during the year	19	(161,011)	-	-	-	-	-	(161,011)
Net decrease in social development fund	21	-	-	(24,178)	-	-	-	(24,178)
Statutory development fund	22	-	-	-	-	-	(30,000)	(30,000)
Appropriation to statutory reserve	20	-	1,121,402	-	-	-	(1,121,402)	-
Entrance fees	20	-	1,497	-	-	-	-	1,497
Dividends paid		-	-	-	-	-	(1,460,888)	(1,460,888)
Balance as at December 31, 2023		36,786,983	10,821,081	2,296,822	30,000	2,718,284	8,710,344	61,363,514

The notes on pages 9 to 55 are an integral part of these financial statements.

GENERAL EMPLOYEES' CO-OPERATIVE CREDIT UNION LIMITED
Statement of Cash Flows
For the year ended December 31, 2023
(Expressed in Eastern Caribbean Dollars)

	Note	2023 $	2022 $
Cash flows from operating activities			
Profit for the year		3,738,007	3,596,791
Adjustments for:			
Depreciation	13	834,549	804,054
Depreciation right-of-use assets	10	98,518	160,014
(Gain) loss on disposal of property and equipment	27	1,059	4,811
Net (gain) loss on revaluation of properties	27	-	(666,963)
Unrealized (gain) loss on FVTPL investments		(74,700)	6,839
Deferred grant income realised	12	-	366,813
Expected credit loss on investments	24	85,200	373,436
Expected credit loss on loans, net of recoveries	24	801,630	244,549
Interest income		(19,825,974)	(17,817,404)
Dividend income		17,520	19,076
Lease interest		8,922	5,404
Interest expense		6,458,378	6,281,228
		(7,856,891)	(6,621,352)
Changes in:			
Loans to members		(14,157,835)	(18,600,199)
Other assets		(757,167)	(416,697)
Members' deposits		11,059,859	15,289,157
Deferred grant income		-	(404,940)
Staff pension fund deposits		110,604	61,769
Inventories		(1,326,397)	(348,684)
Other payables		1,071,577	1,379,237
Members' ordinary savings		11,559,813	12,793,485
		(296,437)	3,131,776
Interest received		19,833,195	18,093,457
Lease interest paid		(8,922)	(5,404)
Dividends received		(17,520)	(19,076)
Interest paid		(6,612,346)	(6,293,738)
Net cash generated from operating activities		12,897,970	14,907,015
Cash flows from investing activities			
Purchase of property, plant, and equipment	13	(430,332)	(100,496)
Addition to investment properties	12	(47,475)	(43,136)
Change in investment securities		(2,052,328)	(26,047,475)
Net cash used in investing activities		(2,530,135)	(26,191,107)
Cash flows from financing activities			
Net increase in social development fund	21	(24,178)	18,736
Statutory development fund paid	22	(30,000)	(30,000)
Increase in share capital	19	1,505,558	1,375,914
Net increase in lease liabilities		(95,969)	(165,512)
Entrance fees	20	1,497	1,386
Dividends paid		(1,460,888)	(1,111,016)
Net cash generated from financing activities		(103,980)	89,508
(Decrease) increase in cash resources		10,263,855	(11,194,584)
Cash resources - Beginning of year		71,778,156	82,972,740
Cash resources - end of year		82,042,011	71,778,156

The notes on pages 9 to 55 are an integral part of these financial statements.

1. Reporting entity

The General Employees' Co-operative Credit Union Limited was registered on July 14, 1964, as a Co-operative Society. The Credit Union's operations are subject to the Co-operative Societies Act 2012 of St. Vincent and the Grenadines and the supervision of the Financial Services Authority and the Co-operatives Unit in the Ministry of National Mobilization, Social Development, Family, Gender Affairs, Persons with Disabilities and Youth. The Credit Union's registered office is situated in Kingstown, St. Vincent and the Grenadines.

The Credit Union's principal objectives are to promote thrift and savings among its members and make loans to members exclusively for provident and productive purposes.

2. Basis of preparation

a. Statement of compliance

These financial statements have been prepared in accordance with IFRS Accounting Standards as issued by the International Accounting Standards Board (IASB), under the historical cost convention unless otherwise stated, except for fair value through the profit or loss (FVTPL) investments, land and buildings and investment properties which have been measured at fair value.

These financial statements were authorized for issue by the Board of Directors on May 17, 2024.

b. Functional and presentation currency

These financial statements are presented in Eastern Caribbean dollars, which is the Credit Union's functional and presentation currency. All financial information in Eastern Caribbean dollars has been rounded to the nearest dollar.

c. Use of judgement and estimates

The preparation of the financial statements in conformity with IFRS Accounting Standards requires management to make estimates, based on assumptions and judgments. Management also makes judgments, other than those involving estimations, in the process of applying the accounting policies. The estimates and judgments affect (1) the reported amounts of assets, liabilities, contingent assets and contingent liabilities at the reporting date and the income and expenses for the year then ended, and (2) the carrying amounts of assets and liabilities in the next financial year.

The estimates and the underlying assumptions, as well as the judgments are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised, if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

The Credit Union's accounting policies provide scope for financial assets and liabilities to be designated on inception into different accounting categories in certain circumstances, and the Service exercises judgment in carrying out such designation; this judgment relates to whether the instruments meet the criteria for the particular classification. Judgments that have a significant effect on the amounts recognised in the financial statements, and estimates that can cause a significant adjustment to the carrying amounts of assets and liabilities in the next financial year include the following:

2. Basis of preparation (cont'd)

c. Use of judgement and estimates (cont'd)

Classification of financial assets

Note 4(f): classification of financial assets: Judgement is required to assess the business model within which financial assets are held and whether the contractual terms of financial assets are solely payments of principal and interest (SPPI) on the principal amounts outstanding.

Impairment allowance

Establishing the criteria for determining whether credit risk on the financial asset has increased significantly since initial recognition, determining methodology for incorporating forward-looking information into measurement of expected credit losses and selection and approval of models used to measure expected credit losses.

Information about assumptions and estimation uncertainties that have a significant risk of resulting in a material adjustment in the year ended December 31, 2023 is included in the following notes:

Note 4(f): impairment of financial instruments: determining inputs into the expected credit loss measurement model, including forward-looking information.

Fair value measurement

A number of the Credit Union's' accounting policies and disclosures require the measurement of fair values, for both financial and non-financial assets and liabilities.

Management performs the significant fair value measurements including Level 3 fair values and reports to the audit committee through the internal auditor.

Further information about the assumptions made in measuring fair values is included in the following notes:

- Note 12 - Investment properties
- Note 5(a) - Financial risk review
- Note 5(b) - Fair value of financial instruments

Residual values and useful lives of property and equipment

As noted in note 4(d), the residual values and useful life of each asset are reviewed at least at each reporting date and if expectations differ from previous estimates, the change is accounted for as a change in accounting estimate. The assumptions regarding residual values give rise to estimation uncertainty.

3. New and amended standards and interpretations

(a) Changes in accounting policies and disclosures

(i) New accounting standards, amendments and interpretations

The accounting policies adopted in the preparation of the financial statements are consistent with those followed in the preparation of the Credit Union's annual financial statements for the year ended December 31, 2023 except for the adoption of new standards and interpretations below.

New standards impacting the Credit Union have been be adopted in the annual financial statements for the year ended 31 December 2023, and which have given rise to changes in the Board's accounting policies are:

- IFRS 17 Insurance Contracts;
- Disclosure of Accounting Policies (Amendments to IAS 1 Presentation of Financial Statements and IFRS Practice Statement 2 Making Materiality Judgements);
- Definition of Accounting Estimates (Amendments to IAS 8 Accounting Policies, Changes in Accounting Estimates and Errors);
- Deferred Tax related to Assets and Liabilities arising from a Single Transaction (Amendments to IAS 12 Income Taxes); and
- International Tax Reform - Pillar Two Model Rules (Amendment to IAS 12 Income Taxes) (effective immediately upon the issue of the amendments and retrospectively).

These amendments to various IFRS Accounting Standards are mandatorily effective for reporting periods beginning on or after 1 January 2023. See the applicable notes for further details on how the amendments affected the Credit Union.

IFRS 17 Insurance Contracts

IFRS 17 was issued by the IASB in 2017 and replaces IFRS 4 for annual reporting period beginning on or after 1 January 2023.

IFRS 17 introduces an internationally consistent approach to the accounting for insurance contracts. Prior to IFRS 17, significant diversity has existed worldwide relating to the accounting for and disclosure of insurance contracts, with IFRS 4 permitting many previous accounting approaches to be followed.

Since IFRS 17 applies to all insurance contracts issued by an entity (with limited scope exclusions), its adoption may have an effect on non-insurers such as Credit Union. The Credit Union carried out an assessment of its contracts and operations and concluded that the adoption of IFRS 17 has had no effect on the annual financial statements of the Credit Union.

Disclosure of Accounting Policies (Amendments to IAS 1 Presentation of Financial Statements and IFRS Practice Statement 2 Making Materiality Judgements)

In February 2021, the IASB issued amendments to IAS 1 and IFRS Practice Statement 2. The amendments aim to make accounting policy disclosures more informative by replacing the requirement to disclose 'significant accounting policies' with 'material accounting policy information'. The amendments also provide guidance under what circumstance, the accounting policy information is likely to be considered material and therefore requiring disclosure.

3. New and amended standards and interpretations (cont'd)

(a) Changes in accounting policies and disclosures (cont'd)

(ii) New accounting standards, amendments and interpretations (cont'd)

These amendments have no effect on the measurement or presentation of any items in the financial statements of the Credit Union but affect the disclosure of accounting policies of the Credit Union.

Definition of Accounting Estimates (Amendments to IAS 8 Accounting policies, Changes in Accounting Estimates and Errors)

The amendments to IAS 8, which added the definition of accounting estimates, clarify that the effects of a change in an input or measurement technique are changes in accounting estimates, unless resulting from the correction of prior period errors. These amendments clarify how entities make the distinction between changes in accounting estimate, changes in accounting policy and prior period errors.

These amendments had no effect on the financial statements of the Credit Union.

Deferred Tax related to Assets and Liabilities arising from a Single Transaction (Amendments to IAS 12 Income Taxes)

In May 2021, the IASB issued amendments to IAS 12, which clarify whether the initial recognition exemption applies to certain transactions that result in both an asset and a liability being recognised simultaneously (e.g. a lease in the scope of IFRS 16). The amendments introduce an additional criterion for the initial recognition exemption, whereby the exemption does not apply to the initial recognition of an asset or liability which at the time of the transaction, gives rise to equal taxable and deductible temporary differences.

These amendments had no effect on the annual financial statements of the Credit Union.

b) New standards, interpretations, and amendments not yet effective

There are a number of standards, amendments to standards, and interpretations which have been issued by the IASB that are effective in future accounting periods that the Credit Union has decided not to adopt early.

The following amendments are effective for periods beginning on or after 1 January 2024:

- Liability in a Sale and Leaseback (Amendments to IFRS 16 Leases);
- Classification of Liabilities as Current or Non-Current (Amendments to IAS 1 Presentation of Financial Statements);
- Non-current Liabilities with Covenants (Amendments to IAS 1 Presentation of Financial Statements); and
- Supplier Finance Arrangements (Amendments to IAS 7 Statement of Cash Flows and IFRS 7 Financial Instruments: Disclosures)

The following amendments are effective for periods beginning on or after 1 January 2025:

- Lack of Exchangeability (Amendments to IAS 21 The Effects of Changes in Foreign Exchange Rates)

3. New and amended standards and interpretations (cont'd)

b) New standards, interpretations, and amendments not yet effective (cont'd)

The Credit Union is currently assessing the impact of these new accounting standards and amendments.

The Credit Union is currently assessing the impact of these new accounting standards and amendments. The Credit Union does not believe that the amendments to IAS 1 will have a significant impact on the classification of its liabilities, as the conversion feature in its convertible debt instruments is classified as an equity instrument and therefore, does not affect the classification of its convertible debt as a non-current liability. The Credit Union does not expect any other standards issued by the IASB, but are yet to be effective, to have a material impact on the Credit Union.

4. Material accounting policies

a. Foreign currency translation

These financial statements are expressed in Eastern Caribbean dollars. The Eastern Caribbean dollar is the Credit Union's functional currency. Foreign currency transactions are translated into the functional currency using the exchange rates prevailing at the dates of the transactions. Foreign exchange gains and losses resulting from the settlement of such transactions and from the translation at reporting date exchange rates of monetary assets and liabilities denominated in foreign currencies are recognized in the statement of profit or loss and other comprehensive income.

Changes in the fair value of monetary securities denominated in foreign currencies classified as amortised cost are analysed between translation differences resulting from changes in the amortised cost of the security and other changes in the carrying amount of the security. Translation differences related to changes in the amortised cost are recognized in profit or loss.

Translation differences on monetary items, such as equities held at fair value are recognized through profit or loss, and are reported as part of the fair value gain or loss. Translation differences on monetary items, such as equities classified as fair value through other comprehensive income, are included in the fair value in other comprehensive income and ultimately accounted for in reserves in equity.

b. Cash resources

Cash resources include notes, coins, balances held with banks and highly liquid financial assets with original maturities of less than three months.

c. Inventories

Inventories represent property held for sale and is stated at the lower of cost and net realised value. The Credit Union's inventories arise when there is a change in the use of investment properties evidenced by the commencement of development with a view to sell, and the properties are reclassified as inventories at their deemed cost, which is the fair value at the date of reclassification. They are subsequently carried at the lower of cost and net realizable value. Cost includes design cost, materials, direct labour, other direct costs, and related construction overheads and borrowing costs for the development of all those qualifying assets, which is allocated to individual lots on an average cost basis. Net realizable value is the estimated selling price in the ordinary course of business, less applicable variable selling expenses.

4. Material accounting policies (cont'd)

d. Property and equipment

Land and buildings are stated at the most recent valuation less subsequent depreciation for buildings. Valuations are performed every five years by independent professional valuers. Any accumulated depreciation at the date of the revaluation is eliminated against the gross carrying amount of the asset, and the net amount is restated to the revalued amount of the asset. All other property and equipment are stated at historic cost less depreciation. Historical cost includes expenditure that is directly attributable to the acquisition of the items.

Changes in the carrying amount arising on revaluation of land and buildings are recognised in other comprehensive income and credited to revaluation surplus in equity. Decreases that offset previous increases of the same asset are charged against the surplus directly in equity; all other decreases are charged to the statement of profit or loss and other comprehensive income.

Land is not depreciated. Leasehold improvements are amortised over the term of the lease. Depreciation of other assets is calculated using a straight-line method, at rates which are expected to write-off the cost or valuation of the assets over their estimated useful lives at the following annual rates:

Freehold building	2%
Furniture and equipment	20%
Computer equipment & software	20%
Motor vehicle	20%

Gains or losses on disposal of property and equipment are determined by reference to their carrying amount and are taken into account in determining the profit or loss. When revalued assets are sold, the amounts included in revaluation surplus are transferred to retained earnings.

Repairs and maintenance are charged to the profit or loss account when the expenditure is incurred.

d. Investment properties

Investment properties are properties, land or buildings or part thereof or both owned by the Credit Union, to earn rentals or for capital appreciation or both. Any property interest held under an operating lease, which is used to earn rental income, and the Credit Union assumes substantially all the risk and rewards incidental to ownership is recognized as an investment property.

Investment properties are accounted for under the fair value model. The fair value of investment properties is determined by reference to independent notional market approach valuations. Changes in fair market valuation of investment properties are reflected in profit or loss.

Any gain or loss on disposal of investment property (calculated as the difference between the net proceeds from disposal and the carrying amount of the item) is recognised in profit or loss. When investment property that was previously classified as property and equipment is sold, any related amount included in the revaluation reserve is transferred to retained earnings.

4. Material accounting policies (cont'd)

f. IFRS 9 Financial Instruments

Recognition and initial measurement

The Credit Union recognizes a financial instrument when it becomes a party to the contractual terms of the instrument. All financial instruments are initially measured at fair value plus or minus, in the case of a financial asset or financial liability not at fair value through profit or loss, transaction costs.

Classification categories of financial assets

The Credit Union classifies all of its financial assets into one of the following categories:

- Amortised cost;
- FVTPL; or
- FVOCI.

IFRS 9 classification is generally based on the business model in which a financial asset is managed and its contractual cash flows.

Financial assets

Under IFRS 9

Deposits with other institutions, treasury bills, loans and advances to customers, other assets and investment securities

The Credit Union measures deposits with other institutions, treasury bills, loans and advances to customers, other assets and investment securities at amortised cost if the following criteria are met:

- the financial asset is held within a business model with the objective to hold the financial asset in order to collect contractual cash flows; and
- the contractual terms of the financial asset give rise, on specified dates, to cash flows that are solely payments of principal and interest (SPPI) on the principal amount outstanding.

Equity Instruments

Equity instruments under IFRS 9 are always reported at fair value since they fail the SPPI test. Where the Credit Union's management has elected to present fair value gains and losses on equity investment in other comprehensive income, there is no subsequent reclassification of fair value gains and losses to profit or loss following the derecognition of the investment. Dividends from such investments continue to be recognised in profit or loss as investment income when the Credit Union's right to receive payment is established.

Changes in the fair value of financial assets at fair value through profit or loss are recognised in other gain/(loss) in the statement of profit or loss as applicable. Impairment losses (and reversal of investment losses) on equity investment measured at FVOCI are not reported separately from other changes in fair value.

4. Material accounting policies (cont'd)

f. IFRS 9 Financial Instruments (cont'd)

Business model assessment

With the adoption of IFRS 9, the business model test was used by the Credit Union to migrate the instruments along with the SPPI test to the new reporting classification. The assessment was done by reviewing the investments under the existing IAS 39 classification and selecting the business model that best suits the individual instruments in the respective classification.

The objective of this test was to determine whether an arrangement pays only interest and principal and would then qualify as a basic lending arrangement. An instrument would therefore pass the SSPI test if it does not introduce risks or volatility that is inconsistent with a basic lending arrangement. Conversely, financial assets which have SPPI characteristics but are held within the business model whose objective is both to collect the contractual cash flows and to sell the financial assets ("hold to collect" and sell) are subsequently measured at fair value through other comprehensive income (FVOCI).

The Credit Union currently holds loans and advances solely for the collection of principal and interest. Based on the business model, it is the Credit Union's intention to hold these instruments until they are fully amortised. However, there may be instances where the Credit Union may need to dispose of a portion of its portfolio to meet liquidity requirements this is however only done in exceptional circumstances and is not considered to be the sole purpose of negotiating these instruments.

For the held-to-maturity (HTM) instruments the "hold to collect" business model was adopted since the objective is to hold the financial asset and to collect contractual cash flows. The existing fixed income HTM portfolio consists of only bond instruments with fixed contractual cash flows. The money market instrument portfolio includes fixed deposit and treasury bills with fixed contractual cash flows. Since investment disposals, for these portfolios are infrequent and incidental to the model's objective, the measurement category used will be amortised cost.

The SPPI Test

As a second step of the classification process, the Credit Union assesses the contractual terms of financial assets to identify whether they meet the SPPI criteria.

'Principal' for the purpose of this test is defined as the fair value of the financial asset at initial recognition and may change over the life of the financial asset (for example, if there are repayments of principal).

The most significant elements of interest within a lending arrangement are typically the consideration for the time value of money and credit risk. To make the SPPI assessment, the Credit Union applies judgement and considers relevant factors such as the currency in which the financial assets is denominated and the period for which the interest rate is set.

In contrast, the contractual terms that introduce a more than de minimis exposure to risk or volatility in the contractual cash flows that are unrelated to a basic lending arrangement do not give rise to contractual cash flows that are SPPI on the amount outstanding. In such cases the financial asset is required to be measured at FVTPL or FVOCI without recycling.

4. Material accounting policies (cont'd)

f. IFRS 9 Financial Instruments (cont'd)

Debt instruments measured at amortised cost

Debt instruments are measured at amortised cost if they are held within a business model whose objective is to hold for collection of contractual cash flows where those cash flows represent solely payments of principal and interest. After initial measurement, debt instruments in this category are carried at amortised cost. Interest income on these instruments is recognised in profit or loss using the effective interest rate method. The effective interest rate is the rate that discounts estimated future cash payments or receipts through the expected life of the financial asset to the gross carrying amount of a financial asset. Amortised cost is calculated by taking into account any discount or premium on acquisition, transaction costs and fees that are an integral part of the effective interest rate.

Impairment on debt instruments measured at amortised cost is calculated using the expected credit loss approach. Loans and debt securities measured at amortised cost are presented net of the allowance for credit losses (ECL) in the statement of financial position.

Debt instruments measured at fair value through other comprehensive income (FVOCI)

Debt instruments are measured at FVOCI if they are held within a business model whose objective is to hold for collection of contractual cash flows and for selling financial assets, where the assets' cash flows represent payments that are solely payments of principal and interest. Subsequent to initial recognition, unrealized gains and losses on debt instruments measured at FVOCI are recorded in other comprehensive income (OCI), unless the instrument is designated in a fair value hedge relationship. Upon derecognition, realized gains and losses are reclassified from OCI and recorded in non-interest income in the statement of income on an average cost basis. Foreign exchange gains and losses that relate to the amortised cost of the debt instrument are recognised in the statement of profit or loss and other comprehensive income.

Debt instruments measured at fair value through other comprehensive income (FVOCI) (cont'd)

Premiums, discounts and related transaction costs are amortised over the expected life of the instrument to interest income in the statement of profit and loss and other comprehensive income using the effective interest rate method.

Impairment on debt instruments measured at FVOCI is calculated using the expected credit loss approach. The ECL on debt instruments measured at FVOCI does not reduce the carrying amount of the asset in the statement of financial position, which remains at its fair value. Instead, an amount equal to the allowance that would arise if the assets were measured at amortised cost is recognised in OCI with a corresponding charge to provision for credit losses in the statement of profit and loss and other comprehensive income. The accumulated allowance recognised in OCI is recycled to the statement of profit and loss and other comprehensive income upon derecognition of the debt instrument.

Debt instruments measured at fair value through profit or loss (FVTPL)

Debt instruments are measured at FVTPL for assets:
- held for trading purposes;
- held as part of a portfolio managed on a fair value basis; or
- whose cash flows do not represent payments that are SPPI.

4. Material accounting policies (cont'd)

f. IFRS 9 Financial Instruments (cont'd)

Debt instruments measured at fair value through profit or loss (FVTPL) (cont'd)

These instruments are measured at fair value in the statement of financial position, with transaction cost recognised immediately in the statement of profit or loss and other comprehensive income as part of non-interest income. Realised and unrealised gains and losses are recognised as part of non-interest income in the statement of profit or loss and other comprehensive income.

Debt instruments designated at FVTPL

Financial assets classified in this category are those that have been designated by the Credit Union upon initial recognition, and once designated, the designation is irrevocable. The FVTPL designation is available only for those financial assets for which a reliable estimate of fair value can be obtained.

Financial assets are designated at FVTPL if doing so eliminates or significantly reduces an accounting mismatch which would otherwise arise.

Financial assets designated at FVTPL are recorded in the statement of financial position at fair value. Changes in fair value are recognised in non-interest income in the statement of profit or loss and other comprehensive income.

Impairment of financial assets

The Credit Union recognizes expected credit losses (ECLs) on the following financial assets that are not measured at FVTPL:

- debt instruments measured at amortised cost and fair value through other comprehensive income;
- lease receivables;
- loan commitments.

The measurement of expected credit loss involves increased complex judgement that includes:

Determining a significant increase in credit risk since initial recognition
The assessment of significant deterioration since initial recognition is key in establishing the point of switching between the requirement to measure an allowance based on 12 months ECL and one that is based on lifetime ECL. The quantitative and qualitative assessments are required to estimate the significant increase in credit risk by comparing the risk of a default occurring on the financial assets as at reporting date with the risk of default occurring on the financial assets as at the date of initial recognition. The Credit Union applies a three-stage approach based on the change in credit quality since initial recognition.

Expected credit loss impairment model
The Credit Union's allowance for credit losses calculations are outputs of models with a number of underlying assumptions regarding the choice of variable inputs and their interdependencies. The expected credit loss impairment model reflects the present value of all cash shortfalls related to default events either:

(i) over the following twelve months; or
(ii) over the expected life of a financial instrument depending on credit deterioration since origination.

4. Material accounting policies (cont'd)

f. IFRS 9 Financial Instruments (cont'd)

Impairment of financial assets (cont'd)

The allowance for credit losses reflects an unbiased, probability-weighted outcome which considers multiple scenarios based on reasonable and supportable forecasts. This impairment model measures credit loss allowances using a three-stage approach based on the extent of credit deterioration since origination.

To assess whether there is significant increase in credit risk, the Credit Union compares the risk of default occurring on the asset at the reporting date with the risk of default at initial recognition. It considers available reasonable and supportive forward looking information. A summary of the assumptions underpinning the assessment of significant increase in credit risk is as follows:

Category	Credit Union Definition of Category	Basis of Recognition of Expected Credit Loss
Stage 1: Performing	Customers who have low risk of default and strong capacity to meet contractual cash flows	12 month expected credit loss. Where the expected lifetime of an asset is less than 12 months, expected losses are measured as its expected lifetime.
Stage 2: Non-performing	Loans for which there is significant increase in credit risk as evidenced by: - absence of up to date financial information on file; - Inadequate credit documentation to support borrowing which may result in losses if not corrected; - Breach of loan covenant; or - Other potential weakness that deserve management's attention but do not expose the Credit Union to significant risk.	Lifetime expected losses
Stage 3: Credit-Impaired	All or most of the weaknesses of 'non performing in stage 2. - Full liquidation of collection of debt improbable; - significant financial difficulty of the borrower or issuer; a breach of contract such as a default or being more than 90 days past due; - the restructuring of a loan or advance by the Credit Union on terms that the Credit Union would not consider otherwise; - it is probable that the borrower will enter bankruptcy or other financial reorganisation; or - the disappearance of an active market for a security because of financial difficulties.	Lifetime expected losses
Write-off	Cases in which the Credit Union determine that the borrower does not have assets or source of income that could generate sufficient cash flows to repay the amount subject to write off.	Asset is written off

4. Material accounting policies (cont'd)

f. IFRS 9 Financial instruments (cont'd)

Measurement of expected credit losses

Expected credit losses are computed as unbiased, probability weighted amounts which are determined by evaluating a range of reasonably possible outcomes, the time value of money, and considering all reasonable and supportable information including that which is forward looking.

ECLs are measured as follows:

- Financial assets that are not credit-impaired at the reporting date: as the present value of all cash shortfalls over the expected life of the financial asset discounted by the effective interest rate. The cash shortfall is the difference between the cash flows due to the Credit Union in accordance with the contract and the cash flows that the Credit Union expects to receive.
- Financial assets that are credit-impaired at the reporting date: as the difference between the gross carrying amount and the present value of estimated future cash flows discounted by the effective interest rate.
- For undrawn loan commitments the Credit Union estimates the expected portion of the loan commitment that will be drawn down over its expected life and calculates the ECL as the present value of the difference between the contractual cash flows that are due to the Credit Union if the commitment is drawn down and the cash flows that the Credit Union expects to receive.

The mechanics of the ECL calculations are outlined below and the key elements are as follows:

- **PD**: The Probability of Default is an estimate of the likelihood of default over a given period of time. A default may only happen at a certain time over the assessed period, if the facility has not been previously derecognised and is still in the portfolio.
- **EAD**: The Exposure at Default is an estimate of the loss arising at a future default date, taking into account expected changes in the exposure after the reporting date, including repayments of principal and interest, whether scheduled by contract or otherwise, expected drawdowns on committed facilities, and accrued interest from missed payments.
- **LGD**: The Loss Given Default is an estimate of the loss arising in the case where a default occurs at a given time. It is based on the difference between the contractual cash flows due and those that the lender would expect to receive, including from the realisation of any collateral. It is usually expressed as a percentage of the EAD.

Incorporation of forward -looking information

The standard requires the incorporation of forwarding looking information in the estimation of expected credit losses for each stage and the assessment of significant increases in credit risk consider information about past events and current conditions as well as reasonable and supportable forecasts of future events and economic conditions. The estimation and application of forward - looking information requires significant judgement.

4. Material accounting policies (cont'd)

f. IFRS 9 Financial instruments (cont'd)

Assessment of significant increase in credit risk (SICR)

In assessing whether the credit risk on a financial instrument has increased significantly since initial recognition, the Credit Union compares the risk of a default occurring on the financial instrument at the reporting date based on the remaining maturity of the instrument. In making this assessment, the Credit Union considers both quantitative and qualitative information that is reasonable and supportable, including historical experience and forward-looking information that was available.

The assessment of an increase in credit risk included macroeconomic outlook, management judgement, and delinquency and monitoring. With regards to delinquency and monitoring, there was a rebuttable presumption that the credit risk of the financial instrument has increased since initial recognition when contractual payments are more than 30 days overdue.

Some of the indicators which were incorporated included:

i) Internal credit rating

ii) External credit rating (as far as available)

iii) Actual or expected significant adverse changes in businesses, financial or economic conditions that are expected to cause a significant change to the borrower's ability to meet its obligations. This includes but is not limited to evidence of one or more of the following:

- Delinquency in contractual payments of principal or interest;
- Cash flow difficulties experienced by the borrower (e.g. equity ratio, net income percentage of sales);
- Breach of loan covenants or conditions;
- Initiation of bankruptcy proceedings; and
- Deterioration of the borrower's competitive position.

iv) Actual or expected changes in the operating results of the borrower

v) Significant increase in credit risk or other financial instrument of the same borrower

vi) Significant change, including deterioration, in the value of the collateral supporting the obligation

vii) Significant changes in the expected performance and behavior of the borrower, including changes in the payment status of borrowers in the group and changes in the operating result of the borrower

Quantitative information is a primary indicator of significant increase in credit risk and is based on the change in lifetime determined PD by comparing the remaining lifetime PD at reporting date with the remaining lifetime PD at the point in time that was estimated based on facts and circumstances at the time of initial recognition of the exposure.

4. Material accounting policies (cont'd)

f. IFRS 9 Financial instruments (cont'd)

Assessment of significant increase in credit risk (SICR) (cont'd)

The qualitative factors that indicate significant increase in credit risk are reflected in PD models on a timely basis. However, the Credit Union still considers separately some qualitative factors to assess if credit risk has increased significantly. For loans and advances there is particular focus on assets that are included on a 'watch list' once there is a concern that the creditworthiness of the specific counterparty has deteriorated. Events such as unemployment, bankruptcy or death are also considered.

Given that a significant increase in credit risk since initial recognition is a relative measure, a given change, in absolute terms, in the PD will be more significant for a financial instrument with a lower initial PD than compared to a financial instrument with a higher PD. Financial asset that are 30 or more days past due and are not credit-impaired will always be considered to have experienced a significant increase in credit risk. For less material portfolios where a loss rate or churn rate approach is applied to compute expected credit losses, significant increase in credit risk is primarily based on 30 days past due on the contractual payment.

Improvement in credit risk/curing

A period may elapse from the point at which financial instruments enter lifetime expected credit losses (stage 2 and stage 3) and are reclassified back to 12 month expected credit losses (stage 1). For financial assets that are credit impaired (stage 3), a transfer to stage 2 or stage 1 is only permitted where the instrument is no longer considered to be credit impaired. An instrument will no longer be considered credit impaired when there is no shortfall of cash flows compared to the original contractual terms.

For financial assets within stage 2, these can only be transferred to stage 1 when they are no longer considered to have experienced a significant increase in credit risk.

Where a significant increase in credit risk was determined using quantitative measures, the instruments will automatically transfer back to stage 1 when the original transfer criteria are no longer valid. Where instruments were transferred to stage 2 due to an assessment of qualitative factors, the issues that led to the reclassification must be cured before the instruments can be reclassified to stage 1.

A forborne loan can only be removed from the category (cured) if the loan is performing (stage 1 or 2) and a further one-year probation is met.

In order for a forbearance loan to become performing, the following criteria have to be satisfied:

- At least a year has passed with no default upon the forborne contract terms
- The customer is likely to repay its obligations in full without realising security
- The customer has no accumulated impairment against amounts outstanding

Subsequent to the criteria above being met, probation continues to assess if regular payments are made by the customer and none of the exposures to the customer are more than 30 days past due.

4. Material accounting policies (cont'd)

f. IFRS 9 Financial instruments (cont'd)

Expected life

When measuring expected credit loss, the Credit Union considers the maximum contractual period over which the Credit Union is exposed to credit risk. All contractual terms are considered when determining the expected life, including prepayment, extension and rollover options.

Presentation of allowance for credit losses in the statement of financial position

- Financial assets measured at amortised cost: as a deduction from the gross carrying amount of the financial assets;
- Debt instruments measured at fair value through other comprehensive income: no allowance is recognised in the statement of financial position because the carrying values of these assets is their fair values. However, the allowance determined is presented in accumulated other comprehensive income;
- Off-balance sheet credit risks include undrawn lending commitments, letters of credit and letters of guarantee: as a provision in other liabilities.

Loans and advances

All non-performing and performing loans and advances are individually reviewed and specific provisions made for impaired portion based on the realisable value of the loan collateral and discounted by the original effective rate of the loan. The provision made is the difference between the loan balance and the discounted value of the collateral with consideration of supportable forward-looking information. Previously accrued income is reversed and further interest income not accrued. Loans and advances with similar characteristics are assessed for impairment on a group basis. Where possible the Credit Union seeks to restructure loans instead of taking possession of collateral. This may involve extending the payment arrangements and the agreement of new loan conditions. Once the terms are renegotiated, any impairment is measured using the original effective interest rate and the loan is no longer considered past due. Management continually reviews renegotiated loans to ensure that all criteria are met and the future payments likely to occur. Interest continues to be accrued and is recorded as part of interest income. The loans continue to be subject to an individual or collective impairment assessment.

When all efforts have been exhausted to recover a non-performing loan, that loan is deemed uncollectible and written off against the related provision for loan losses.

Investment securities

The Credit Union assesses at each balance sheet date whether there is objective evidence that a financial asset is impaired at both an individual asset and a collective level. All individually significant assets are individually assessed for impairment. Assets that are not individually significant are collectively assessed for impairment. Collective assessment is carried out by grouping together assets with similar risk characteristics.

4. Material accounting policies (cont'd)

f. IFRS 9 Financial instruments (cont'd)

Investment securities (cont'd)

In assessing collective impairment, the Credit Union uses historical information and makes an adjustment if current economic and credit conditions are such that the actual losses are likely to be greater or lesser than suggested by historical trends.

If any evidence of impairment exists, the cumulative loss that was recognised in the fair value reserve, for instruments at FVOCI, is reclassified to profit or loss. If the fair value of an impaired debt security subsequently increases and the increase can be related objectively to an event occurring after the impairment loss was recognised, then the impairment loss is reversed through profit or loss; otherwise, it is reversed through other comprehensive income.

Offsetting financial instruments

Financial assets and liabilities are offset and the net amount reported in the statement of financial position when there is a legally enforceable right to offset the recognised amounts and there is an intention to settle on a net basis, or realise the asset and settle the liability simultaneously.

g. Leases

At inception of contract, the Credit Union assesses whether a contract is, or contains, a lease. A contract is, or contains, a lease if the contract conveys the right to control the use of an identified asset for a period of time in exchange for consideration. To assess whether a contract conveys the right to control the use of an identified asset, the Credit Union uses the definition of a lease in IFRS 16.

Credit Union acting as a lessee

At commencement or on modification of a contract that contains a lease component, the Credit Union allocates consideration in the contract to each lease component on the basis of its relative stand-alone price. However, for leases of branched and office premises the Credit Union has elected not to separate non-lease components and accounts for the lease and non-lease components as a single lease component.

The Credit Union recognize a right-of-use asset and a lease liability at the lease commencement date. The right-of-use asset is initially measured at cost, which comprises the initial amount of the lease liability adjusted for any lease payment made at or before the commencement date, plus any initial direct cost incurred and an estimate of costs to dismantle and remove any improvements made to branches or office premises.

4. Material accounting policies (cont'd)

g. Leases (cont'd)

The right-of-use asset is subsequently at the present value of the lease payments that are not paid at the commencement date to the end of the lease term. In addition, the right-of-use asset is periodically reduced by depreciation and impairment losses, if any, and adjusted for certain re-measurements of the lease liability.

The lease liability is initially measured at the present value of the lease payments that are not paid at the commencement date, discounted using the interest rate implicit in the lease or, if the rate cannot be readily determined, the Credit Union's incremental borrowing rate. Generally, the Credit Union uses its incremental borrowing rate as the discount rate.

The Credit Union determines its incremental borrowing rate by analyzing its borrowing from various external sources and makes certain adjustments to reflect the terms of the lease and type of asset leased.

Lease payments included in the measurements of the lease liability comprise the following:

(i) Fixed payments, including in-substance fixed payments;

(ii) Variable lease payments that depend on an index or a rate, initially measured using the index or rate as at the commencement date;

(iii) Amounts expected to be payable under a residual value guarantee; and

(iv) The exercise price under a purchase option that the Credit Union is reasonably certain to exercise, lease payments in an optional renewal period if the Credit Union is reasonably certain to exercise an extension option, and penalties for early termination of lease unless the Credit Union is reasonably certain not to terminate early.

The lease liability is measured at amortised cost using the effective interest method. It is re-measured when there is a change in future lease payments arising from change in an index or rate, if there is a change in the Credit Union's estimate of the amount expected to be payable under a residual value guarantee, if the Credit Union changes its assessment of whether it will exercise a purchase, extension or termination option or if there is a revised in-substance fixed lease payment.

When the lease liability is re-measured in this way, a corresponding adjustment is made to the carrying amount of right-of-use asset, or is recorded in profit or loss if the carrying amount of the right-of-use asset has been reduced to zero.

The Credit Union presents right-of-use assets and lease liabilities in the statement of financial position.

Short-term leases and leases of low-value assets

The Credit Union has elected not to recognise right-of-use assets and lease liabilities for leases of low-value assets and short-term leases, including leases of IT equipment. The Credit Union recognises the lease payments associated with these leases as an expense on a straight-line basis over the lease term.

4. **Material accounting policies (cont'd)**

g. Leases (cont'd)

Credit Union acting as a lessor

At inception or on modification of a contract that contains a lease component, the Credit Union allocates the consideration in the contract to each lease component on the basis of their relative stand-alone selling prices.

When the Credit Union acts as a lessor, it determines at lease inception whether the lease is a finance lease or an operating lease.

To classify each lease, the Credit Union makes an overall assessment of whether the lease transfers substantially all of the risks and rewards incidental to ownership of the underlying asset. If this is the case, then the lease is a finance lease; if not, then it is an operating lease. As part of this assessment, the Credit Union considers certain indicators such as whether the lease is for the major part of the economic life of the asset.

h. Impairment of other non-financial assets

Assets that have an indefinite useful life are not subject to amortisation and are tested annually for impairment. Assets that are subject to amortisation are reviewed for impairment whenever events or changes in circumstances indicate that the carrying amount exceeds its recoverable amount. The recoverable amount is the higher of an asset's fair value less costs to sell and value in use. For the purposes of assessing impairment, assets are grouped at the lowest levels for which there are separately identifiable cash flows (cash generating units).

i. Non-derivative financial liabilities - Classification, Recognition/Derecognition and Measurement

The Credit Union classifies non-derivative financial liabilities into the other financial liabilities category.

The Credit Union's financial liabilities include customer deposits and savings, other payables, and lease liabilities. The Credit Union determines the classification of its financial liabilities at initial recognition. All financial liabilities are recognised initially at fair value and in the case of loans payable, net of directly attributable transaction costs.

After initial recognition, interest bearing loans and borrowings are subsequently measured at amortised cost using the effective interest rate method. Gains and losses are recognised in the statement of profit or loss and other comprehensive income when the liabilities are derecognised as well as through the effective interest rate method (EIR) amortisation process. The EIR amortisation, if any, is included in the statement of profit or loss and other comprehensive income.

A financial liability is derecognised when the obligation under the liability is discharged or cancelled or expires.

4. **Material accounting policies (cont'd)**

j. Revenue recognition

Interest income

Interest income is recognized in the statement of profit or loss and other comprehensive income for all interest-bearing instruments on an accrual basis using the effective interest yield method based on the gross carrying amount or amortized cost. Interest income includes coupons earned on fixed income investment and trading securities and accrued discount and premium on treasury bills and other discounted instruments.

Once a financial asset or a group of similar financial assets has been written down as a result of an impairment loss, interest income is recognized using the rate of interest used to discount the future cash flows for the purpose of measuring impairment loss.

Other income

The Credit Union earns fees from its members for transaction-based services. Transaction based service fees include commissions, portfolio legal fees, statement rendering, and the sale of transaction books. The Credit Union recognizes loan fees at a point in time when the transaction has occurred, including loan processing fees.

k. Interest expense

Interest expense is recognized in profit or loss on interest-bearing financial liabilities using the effective interest yield method.

l. Share capital costs

The proceeds from the issue of new shares, except shares redeemable at the option of the holder, are accounted for as equity, net of transaction costs. Shares which are redeemable at the option of the holder are accounted for as financial liabilities.

m. Dividends

Dividends on shares, other than those redeemable at the option of the holder, are recognised in equity in the period in which they are approved by the directors. Dividends on shares which are redeemable at the option of the holders are accounted for as a charge in the statement of profit or loss and other comprehensive income in the period they are approved by the directors.

4. Material accounting policies (cont'd)

n. Related parties

Definition of related party

A related party is a person or entity that is related to the Credit Union.

(i) A person or a close member of that person's family is related to the Credit Union if that person:

1. has control or joint control of the Credit Union;
2. has significant influence over the Credit Union; or
3. is a member of the key management personnel of the Credit Union or of a parent of the Credit Union.

(ii) An entity is related to the Credit Union if any of the following conditions applies:

1. The entity and the Credit Union are members of the same group (which means that each parent, subsidiary and fellow subsidiary is related to the others).
2. One entity is an associate or joint venture of the other entity (or an associate or joint venture of a member of a group of which the other entity is a member).
3. Both entities are joint ventures of the same third party.
4. One entity is a joint venture of a third entity and the other entity is an associate of the third entity.
5. The entity is a post-employment benefit plan for the benefit of employees of either the reporting entity or an entity related to the reporting entity.
6. The entity is controlled or jointly controlled by a person identified in (a).
7. A person identified in (a)(i) has significant influence over the entity or is a member of the key management personnel of the entity (or of a parent of the entity).
8. The entity, or any member of a group of which it is a part, provides key management personnel services to the Credit Union or to the parent of the Credit Union.

Close members of the family of a person are those family members who may be expected to influence, or be influenced by, that person in their dealings with the entity and include:

- that person's children and spouse or domestic partner;
- children of that person's spouse or domestic partner; and
- dependents of that person or that person's spouse or domestic partner.

4. Financial risk management

a. Financial risk factors

The Credit Union's activities expose it to a variety of financial risks: credit risk, liquidity risk, market risks and operational risks. The Credit Union's overall risk management programme focuses on the unpredictability of financial markets and seeks to minimize potential adverse effects on the Credit Union's financial performance. The Credit Union has not entered into forward contracts to reduce its risk exposure.

i) Credit risk

Credit risk is the risk of financial loss to the Credit Union if a member or counterparty to a financial instrument fails to meet its contractual obligations, and arises principally from the Credit Union's cash resources, loans and advances to members and investment securities.

The exposure to credit risk is dependent on the degree of failure of counter-parties, including its customers, banks and other debtors, to honour their obligations to the Credit Union. The Credit Union's credit risk is spread primarily over a diversity of private customers, commercial entities, and government securities.

The Credit Union manages limits and controls concentrations of credit risk whenever they are identified, in particular to individual counterparties and groups, and to industries. Exposure to credit risk is managed through regular analysis of the ability of borrowers and potential borrowers to meet interest and capital repayment obligations. Exposure to credit risk is also managed in part by obtaining collateral and personal guarantees.

The Credit Union structures the levels of credit risk it undertakes by placing limits on the amount of risk accepted in relation to one borrower, or groups of borrowers.

Collateral

The Credit Union employs a range of policies and practices to mitigate credit risk. The most traditional of these is the taking of security for funds advanced, which is common practice. The Credit Union implements guidelines on the acceptability of specific classes of collateral or credit risk mitigation. The principal collateral types for loans and advances are:

i) Mortgages over real properties; and

ii) Charges over members' deposits and ordinary savings.

The Credit Union's risk management policies include requirements relating to collateral valuation and management, including verification requirements and legal certainty. Valuations are updated periodically depending upon the nature of the collateral. Management monitors the market value of collateral and requests additional collateral in accordance with the underlying agreement during its periodic review of loan accounts in arrears. Policies are in place to monitor the existence of undesirable concentration in the collateral supporting the Credit Union's credit exposure.

In addition, in order to minimize the credit loss, the Credit Union will seek additional credit collateral from the counterparty as soon as impairment indicators are noticed for the relevant individual loans and advances.

5. Financial risk management (cont'd)

a. Financial risk factors (cont'd)

i) Credit risk (cont'd)

Impairment and provisioning policies

The internal rating systems focus more on credit-quality mapping from the inception of the lending and investment activities. In contrast, impairment provisions are recognised for financial reporting purposes an expected loss model using a three-stage approach. This impairment model measures credit loss allowance using a three-stage approach based on the extent of credit deterioration since initial recognition as summarized below:

Stage 1	Stage 2	Stage 3
Initial Recognition 12 month expected credit loss	Significant increase in credit risk (SICR) Lifetime expected credit loss	Credit-impaired Lifetime expected credit loss

The Credit Union's policy requires the review of individual financial assets that are above materiality threshold at least annually or more regularly when individual circumstances require. Impairment allowances on individually assessed accounts are determined by an evaluation of the incurred loss at the reporting date on a case-by-case basis, and are applied to all individually significant accounts. The assessment normally encompasses collateral held (including re-confirmation of its enforceability) and the anticipated receipts for that individual account.

Financial instruments that are not already credit-impaired are originated into stage 1 and a 12-month expected credit loss provision is recognised.

Instruments will remain in stage 1 until they are repaid, unless they experience significant credit deterioration (stage 2) or they become credit impaired (stage 3).

Instruments will transfer to stage 2 and a lifetime expected credit loss provision recognised when there has been a significant increase in credit risk compared with what was expected at origination.

Valuation of investment

The Credit Union has applied IFRS 9 in its classification of investment securities which requires measurement of securities as fair value. For unlisted securities, fair values are estimated using price/earnings of price/cash flow ratios which have been refined to accommodate the specific circumstances of the issuer.

5. Financial risk management (cont'd)

a. Financial risk factors (cont'd)

i) Credit risk (cont'd)

Maximum credit risk

The following summarises the maximum credit risk:

	2023 $	2022 $
Deposit with commercial banks	78,091,098	67,412,005
Investment securities	92,992,263	90,950,435
Loans to members	199,764,783	186,415,799
Other assets	1,530,686	773,519
	372,378,830	345,551,758

The exposures set out above are based on net carrying amounts as reported in the statement of financial position, and represent a worst case scenario of credit risk exposure as at December 31, 2023 and 2022 without taking account of any collateral held or other credit enhancements attached.

Loans and advances to members are summarised as follows:

	2023				
	Consumer $	Computer $	Mortgage $	Student $	Total $
Gross loans	101,727,601	217,176	99,434,277	3,170,163	204,549,217
Interest receivable	459,550	820	372,007	31,692	864,069
	102,187,151	217,996	99,806,284	3,201,855	205,413,286
Less: ECL allowance	(3,657,761)	(958)	(1,937,819)	(51,965)	(5,648,503)
	98,529,390	217,038	97,868,465	3,149,890	199,764,783

	2022				
	Consumer $	Computer $	Mortgage $	Student $	Total $
Gross loans	92,693,071	171,231	94,975,415	3,601,410	191,441,127
Interest receivable	464,876	281	388,094	18,040	871,291
	93,157,947	171,512	95,363,509	3,619,450	192,312,418
Less: ECL allowance	(3,868,451)	(1,904)	(1,918,114)	(108,150)	(5,896,619)
	89,289,496	169,608	93,445,395	3,511,300	186,415,799

5. Financial risk management (cont'd)

a. Financial risk factors (cont'd)

i) Credit risk (cont'd)

Loans and advances to customers neither past due nor impaired (Stage 1)

The credit quality of the portfolio of loans and advances that were neither past due nor impaired can be assessed by reference to the internal rating system adopted by the Credit Union.

	2023 $	2022 $
Stage 1		
Consumer loans	93,587,860	83,811,571
Computer loans	217,176	170,927
Mortgage loans	93,088,862	89,218,375
Student loans	3,022,628	3,317,488
Total	189,916,526	176,518,361

Loans and advances to customers past due but not impaired (Stage 2)

Loans and advances less than 90 days past due are not considered impaired, unless other information is available to indicate the contrary. The gross amount of loans and advances by class to customers that were past due but not impaired were as follows:

	Stage 2 - 2023				
	Consumer loans $	Computer loans $	Mortgage loans $	Student loans $	Total $
Secured - Past due under 90 days	1,775,077	-	346,528	-	2,121,605
Unsecured - Past due 30 to 59 days	303,280	-	-	-	303,280
Unsecured - Past due 60 to 89 days	119,044	-	-	-	119,044
Total	2,197,401	-	346,528	-	2,543,929

	Stage 2 - 2022				
	Consumer loans $	Computer loans $	Mortgage loans $	Student loans $	Total $
Secured - Past due under 90 days	487,891	-	268,046	13,393	769,330
Unsecured - Past due 30 to 59 days	1,044,895	-	-	-	1,044,895
Unsecured - Past due 60 to 89 days	635,475	-	232,340	-	867,815
Total	2,168,261	-	500,386	13,393	2,682,040

5. Financial risk management (cont'd)

a. Financial risk factors (cont'd)

i) Credit risk (cont'd)

Loans and advances to customers individually impaired (Stage 3)

	2023 $	2022 $
Stage 3		
Consumer loans	5,942,340	6,713,239
Computer loans	-	304
Mortgage loans	5,998,887	5,256,654
Student loans	147,535	270,529
Total	12,088,762	12,240,726

The following summarises the Credit Union's maximum credit risk exposures to off-balance sheet financial instruments:

	2023 $	2022 $
Loan commitments and other related obligations	12,725,288	13,515,230

The table below presents an analysis of the Credit Union's special savings, treasury bills and debt and equity securities, loans to members and other financial assets by rating agency designation at December 31, 2023 and 2022, based on Moody's ratings or equivalent:

	Cash resources $	Investment securities $	Loans to members $	Other assets $	Total $
At December 31, 2023					
Lower the A-	-	49,201,486	-	-	49,201,486
Unrated	78,091,098	43,790,777	199,764,783	1,530,686	323,177,344
	78,091,098	92,992,263	199,766,783	1,530,686	372,378,830

	Cash resources $	Investment securities $	Loans to members $	Other assets $	Total $
At December 31, 2022					
Lower the A-	-	39,112,266	-	-	39,112,266
Unrated	67,412,005	51,838,169	186,415,799	773,519	306,439,492
	67,412,005	90,950,435	186,415,799	773,519	345,551,758

5. Financial risk management (cont'd)

a. Financial risk factors (cont'd)

ii) Liquidity risk

Liquidity risk is the risk that the Credit Union will be unable to meet its payment obligations when they fall due under normal circumstances. The Credit Union monitors its liquidity risk by considering the maturity of both its financial assets and projected cash flows from operations. Where possible, the Credit Union utilises available credit facilities and other financing options.

In order to manage liquidity risks, management seeks to maintain levels of cash in each operating currency, which is sufficient to meet reasonable expectations of its short-term obligations.

The table below analyses the Credit Union's financial liabilities into relevant contractual maturity groupings, as of reporting date.

	0 - 3 Months $	3 - 12 Months $	1 - 5 Years $	Over 5 Years $	Total $
At December 31, 2023					
Other payables	6,601,434	-	-	-	6,601,434
Retirement benefit plan	1,235,833	-	-	-	1,235,833
Lease liabilities	31,279	79,067	263,712	-	374,058
Members' deposits	146,807,515	44,109,334	-	-	190,916,849
Members' ordinary savings	148,384,504	2,738,315	-	-	151,122,819
	303,060,565	46,926,716	263,712	-	350,250,993
At December 31, 2022					
Other payables	5,529,857	-	-	-	5,529,857
Retirement benefit plan	1,125,229	-	-	-	1,125,229
Lease liabilities	82,156	246,467	-	-	328,623
Members' deposits	125,033,664	54,977,294	-	-	180,010,958
Members' ordinary savings	137,062,128	2,500,878	-	-	139,563,006
	268,833,034	57,724,639	-	-	326,557,673

5. Financial risk management (cont'd)

a. Financial risk factors (cont'd)

ii) Liquidity risk (cont'd)

Off-balance sheet Instruments

Loan commitments and other related obligations

As of reporting date, the contracted amounts of the Credit Union's off-balance sheet instruments that commit it to extend credit to members and other facilities [Note 31(b)], are summarised in the table below:

	2023 $	2022 $
Loan commitments and other related obligations	12,725,288	13,515,230

iii) Market risk

Market risk is the risk that the fair value or future cash flows of financial instruments will fluctuate due to changes in market variables such as interest rates, foreign exchange rates and equity prices. The Credit Union is mainly exposed to interest rate risk. The Credit Union's exposure to currency risk is minimal since it does not have any significant foreign currency denominated assets or liabilities.

Interest rate risk

Interest rate risk gives rise to fluctuations in cash flows on financial instruments as a result of changes in interest rates. Fair value interest rate risk is the risk that the value of a financial instrument will fluctuate because of changes in market interest rates. The Credit Union takes an exposure to the effects of fluctuations in the prevailing levels of market interest rates on both its fair value and cash flow risks. Interest margins may increase as a result of such changes but may reduce or create losses in the event that unexpected movements arise. The Board sets limits on the level of mismatch of interest rate repricing that may be undertaken.

5. **Financial risk management (cont'd)**

a. **Financial risk factors (cont'd)**

iii) **Market risk (cont'd)**

Interest rate risk (cont'd)

The table below summarise the Credit Union's exposure to interest rate risks.

	Up to One year $	Between 1 - 5 years $	Over 5 years $	Non-Interest bearing $	Total $
At December 31, 2023					
Financial Assets					
Cash resources	78,091,098	-	-	3,950,913	82,042,011
Investment securities	56,449,365	26,543,035	11,382,800	1,111,237	95,486,437
Loans to members	6,278,697	66,065,206	127,420,880	-	199,764,783
Other assets	-	-	-	1,530,686	1,530,686
Total financial assets	140,819,160	92,608,241	138,803,680	6,592,836	378,823,917
Financial liabilities					
Other payables	-	-	-	6,601,434	6,601,434
Staff pension fund deposits	1,235,833	-	-	-	1,235,833
Members' deposits	190,916,849	-	-	-	190,916,849
Members' ordinary savings	151,122,819	-	-	-	151,122,819
Lease liabilities	110,346	263,712	-	-	374,058
Total financial liabilities	343,385,847	263,712	-	6,601,434	350,250,993
Total interest re-pricing gap	(202,566,687)	92,344,529	138,803,680	(8,598)	28,572,924

5. **Financial risk management (cont'd)**

a. **Financial risk factors (cont'd)**

iii) **Market risk (cont'd)**

Interest rate risk (cont'd)

	Up to One year $	Between 1 - 5 years $	Over 5 years $	Non-Interest bearing $	Total $
At December 31, 2022					
Financial Assets					
Cash resources	67,412,005	-	-	4,366,151	71,778,156
Investment securities	56,506,956	25,441,747	7,965,195	1,036,537	90,950,435
Loans to members	6,898,718	64,093,821	115,423,260	-	186,415,799
Other assets	-	-	-	773,519	773,519
Total financial assets	130,817,679	89,535,568	123,388,455	6,176,207	349,917,909
Financial liabilities					
Other payables	-	-	-	5,529,857	5,529,857
Staff pension fund deposits	1,125,229	-	-	-	1,125,229
Members' deposits	125,033,664	54,977,294	-	-	180,010,958
Members' ordinary savings	137,281,389	2,281,617	-	-	139,563,006
Lease liabilities	328,623	-	-	-	328,623
Total financial liabilities	263,768,905	57,258,911	-	5,529,857	326,557,673
Total interest re-pricing gap	(132,951,226)	32,276,657	123,388,455	646,350	23,360,236

5. Financial risk management (cont'd)

a. Financial risk factors (cont'd)

iii) Market risk (cont'd)

Interest rate risk (cont'd)

Cash flow interest rate risk arises from loans and advances to members at variable rates. At December 31, 2023, if variable interest rates had been 0.5% higher/lower with all other variables held constant, profit for the year would have been $844,334 (2022: $749,103) higher/lower, mainly as a result of higher/lower interest income on variable rate loans.

iv) Operational risk

Operational risk is the risk of direct or indirect loss arising from a wide variety of causes associated with the Credit Union's processes, personnel, technology and infrastructure, and from external factors other than credit, market and liquidity risks such as those arising from legal and regulatory requirements and generally accepted standards of corporate behaviour.

While operational risk is inherent to each of the Credit Union's business activities, the exposure is minimised by ensuring that the appropriate infrastructure, controls, systems and human resources are in place. Key policies and procedures used in managing operating risk involve a strong internal audit function, segregation of duties, delegation of authority, and financial and managerial reporting.

Within the Credit Union, mitigation of operating risk is assigned to senior management supported by a well-defined organisational structure that segregates operational and administrative functions. Back-up capabilities are also maintained to ensure on-going service delivery in adverse circumstances.

In addition, periodic reviews are undertaken by the Internal Audit department. The results of the reviews are discussed with the management of the business unit to which they relate, senior management and Board of Directors.

5. Financial risk management (cont'd)

b. Fair value of financial assets and liabilities

Fair value amounts represent estimates of the consideration that would currently be agreed upon between knowledgeable, willing parties who are under no compulsion to act and is best evidenced by quoted market value, if one exists.

i) Financial instruments measured at fair value

The table below summarises the carrying amount and fair values of those financial assets and liabilities presented in the Credit Unions statements of financial position at their fair value:

	Carrying value		Fair value	
	2023 $	2022 $	2023 $	2022 $
Financial Assets				
Cash resources	82,042,011	71,778,156	82,042,011	71,778,156
Investment securities:				
- Amortised cost	91,881,026	89,913,898	91,881,026	89,913,898
- Fair value through profit or loss	1,111,237	1,036,537	1,111,237	1,036,537
Loans to members	199,764,783	186,415,799	199,764,783	186,415,799
Other assets	1,530,686	773,519	1,530,686	773,519
	376,329,743	349,917,909	376,329,743	349,917,909

	Carrying value		Fair value	
	2023 $	2022 $	2023 $	2022 $
Financial Liabilities				
Other payables	6,601,434	5,529,857	6,601,434	5,529,857
Staff pension fund deposit	1,235,833	1,125,229	1,235,833	1,125,229
Members' deposit	190,916,849	180,010,958	190,916,849	180,010,958
Members' ordinary shares	151,122,819	139,563,006	151,122,819	139,563,006
	349,876,935	326,229,050	349,876,935	326,229,050

Off-balance sheet instruments

	Carrying value		Fair value	
	2023 $	2022 $	2023 $	2022 $
Loan commitments and other related obligations	-	-	12,725,288	13,515,230

5. Financial risk management (cont'd)

b. Fair value of financial assets and liabilities (cont'd)

i) Financial instruments measured at fair value (cont'd)

Determination of fair value

The following methods and assumptions have been used to estimate the fair value of each class of financial instruments for which it is practical to estimate a value: -

Short-term financial assets and liabilities: The carrying value of these financial assets and liabilities is a reasonable estimate of their fair value because of the short maturity of these instruments. Short-term financial assets are comprised of deposits with other commercial banks, investment securities, interest receivable, and certain other assets. Short-term financial liabilities are comprised of members' deposits and ordinary shares, staff pension fund deposit and certain other liabilities. The fair value of off-balance sheet financial instruments is also assumed to approximate the amounts disclosed in Note 31 due to their short-term nature.

Long-term loans and receivables: The estimated fair value of long-term loans to members is based on discounted cash flows using prevailing market interest rates for debts with similar credit risk and remaining terms of maturity. Some of the financial assets included in investment securities are long-term.

Fair value hierarchy
IFRS 7 specifies a hierarchy of valuation techniques based on whether the inputs to those valuation techniques are observable or unobservable. Observable inputs reflect market data obtained from independent sources; unobservable inputs reflect the Credit Union's market assumptions. These two types of inputs have created the following fair value hierarchy:

- Level 1 - Quoted prices (unadjusted) in active markets for identical assets or liabilities. This level includes listed equity securities and debt instruments on exchanges such as Barbados and Eastern Caribbean.
- Level 2 - Quoted prices for identical assets or liabilities in markets that are inactive (for example, over-the-counter transactions) or observable market quotes for similar instruments, or use of valuation techniques where all significant inputs are observable.
- Level 3 - inputs for the asset or liability that are not based on observable market data (unobservable inputs).

  This level includes equity investments and debt instruments with significant unobservable components.

5. Financial risk management (cont'd)

b. Fair value of financial assets and liabilities (cont'd)

i) Financial instruments measured at fair value (cont'd)

Fair value hierarchy (cont'd)

The hierarchy requires the use of observable market data, when available. The Credit Union considers relevant and observable market prices in its valuations where possible.

The following table presents the Credit Union's financial assets and value.

	Level 1 $	Level 2 $	Level 3 $	Total $
At December 31, 2023				
FVTPL - Corporate equity				
Equity securities	339,800	-	771,437	1,111,237
Total financial assets	339,800	-	771,437	1,111,237

	Level 1 $	Level 2 $	Level 3 $	Total $
At December 31, 2022				
FVTPL - Corporate equity				
Equity securities	314,675	-	721,862	1,036,537
Total financial assets	314,675	-	721,862	1,036,537

	Level 1 $	Level 2 $	Level 3 $	Total $
At December 31, 2022	314,675	-	721,862	1,036,537
Gain on revaluation	25,125	-	49,575	74,700
At December 31, 2023	339,800	-	771,437	1,111,237

The Credit Union's management performs valuations of financial items for financial reporting purposes. Valuation techniques are selected based on the characteristics of each instrument, using discounted cash flows. Valuation processes and fair value changes are undertaken at least every year, in line with the Credit Union's reporting dates.

ii) Non-financial instruments measured at fair value

Fair value measurement of non-financial assets

	2023 $	2022 $
At December 31, 2023		
Investment properties	13,679,136	13,631,661
Land and building	10,914,451	11,016,349
Total nonfinancial assets at fair value	24,593,587	24,648,010

5. Financial risk management (cont'd)

b. Fair value of financial assets and liabilities (cont'd)

ii) Non-financial instruments measured at fair value (cont'd)

Fair value of the Credit Union's real properties was revalued by an independent, professionally qualified property valuator. The significant inputs and assumptions are developed in close consultation with management. The valuation processes and fair value changes are reviewed by the Board of Directors and Audit Committee and adopted at reporting date. The valuation approach used prices and other relevant information generated by market transactions involving identical or comparable assets. Under the market approach, the value is determined based on comparable transactions. Management is of the opinion that these properties fair value will estimate the current market value.

6. Cash resources

	2023 $	2022 $
Cash on hand	3,950,913	4,366,151
Current account	16,319,979	8,852,482
Special savings	61,771,119	58,559,523
	82,042,011	71,778,156

The effective interest rate on special savings is 0.75% (2022: 2%)

7. Inventories

	2023 $	2022 $
Balance - beginning of year	7,442,874	7,094,190
Development costs	1,326,397	348,684
Balance - end of year	8,769,271	7,442,874

Inventories comprise land at Peter's Hope held for real estate development, subdivision and sale.

The General Employees Cooperative Credit Union Limited (GECCU) owns property adjoining the lands owned by the National Insurance Services (NIS). Both parties, the NIS and GECCU, entered into a Memorandum of Understanding (MOU) that establishes a working relationship for the joint planning and physical infrastructural development of the properties owned by the parties ("the Project"). The MOU establishes and defines the Project activities and provides for, among other things, a framework for project administration and cost allocation. The total size of the proposed development is 57 acres. GECCU is the owner of 30 acres and the NIS owns 27 acres. The parties plan to develop and subdivide the lands for residential and commercial purposes with the intention to sell in the ordinary course of business.

8. Investment securities

(i) Debt securities at amortised cost

		2023 $	2022 $
(a)	*Treasury bills*		
	Government of St. Vincent and the Grenadines - 365-day treasury bills	4,981,570	4,963,248
	Government of St. Lucia - 365-day treasury bills	1,001,000	1,001,000
	Government of Grenada - 365-day treasury bills	2,116,184	2,116,184
	Government of Antigua and Barbuda - 365-day treasury bills	4,316,574	4,386,456
	Government of Antigua and Barbuda - 180-day treasury bills	-	982,456
	Government of St. Lucia - 180-day treasury bills	-	2,967,363
	Government of Dominica - 90-day treasury bills	4,987,870	4,987,870
		17,403,198	21,404,577
	Interest receivable	170,150	165,731
		17,573,348	21,570,308
	Less: expected credit loss	(389,638)	(445,753)
		17,183,710	21,124,555
(b)	*Bonds*		
	Government of St. Vincent and the Grenadines - 10-year bonds	3,003,000	-
	Government of St. Vincent and the Grenadines - 6-year bonds	6,206,200	5,028,160
	Government of St. Vincent and the Grenadines - 8-year bonds	4,002,000	2,000,000
	Government of St. Vincent and the Grenadines - 7-year bonds	4,931,144	6,090,742
	Government of St. Vincent and the Grenadines - 5-year bonds	8,359,064	7,545,497
	Government of St. Vincent and the Grenadines - 4-year bonds	3,753,490	6,256,979
	First Citizen - 2-year bonds	3,260,280	3,260,280
		33,515,178	30,181,658
	Interest receivable	503,282	286,655
		34,018,460	30,468,313
	Less: expected credit loss	(528,604)	(466,556)
		33,489,856	30,001,757
(c)	*Term deposits*		
	Eastern Caribbean Home Mortgage Bank - 1-year corporate paper	8,331,000	8,331,000
	St. Vincent Teachers Co-operative Credit Union - 1-year term deposit	3,632,411	3,509,576
	Bank of St. Vincent and the Grenadines - 1-year term deposit	15,655,295	15,423,936
	St. Vincent Police Co-operative Credit Union - 5-year term deposit	3,000,000	1,000,000
	St. Vincent Co-operative Bank - 1-year term deposit	102,156	101,144
	St. Vincent Co-operative League - CFF deposit	853,500	845,049
	St. Vincent Co-operative League - 1-year term deposit	374,871	371,186
	Colonial Life Insurance Company (CLICO)	4	4
	First Citizen Investment Services - 1-year term deposit	6,574,611	6,508,290
	Ariza Credit Union - 3-year term deposit	3,254,369	3,254,369
	St. Vincent Small and Micro-Finance Co-operative Limited (COMFI)	522,500	522,500
		42,300,717	39,867,054
	Interest receivable	482,675	417,197
		42,783,392	40,284,251
	Less: expected credit loss	(1,575,932)	(1,496,665)
		41,207,460	38,787,586
	Total debt securities at amortised cost	91,881,026	89,913,898

During the year ended December 31, 2023, interest rates varied from1% to 7.5% per annum (2022 - 1% to 7%).

8. Investment securities

(ii) Equity securities at fair value through profit or loss

	2023 $	2022 $
(a) *Designated as fair value through profit or loss (FVPL)*		
17,355 shares in Bank of St. Vincent and the Grenadines Limited	156,195	156,195
71,222 shares in First Caribbean International Bank Limited	183,605	158,480
111,301 shares in St. Vincent Co-operative League	556,507	556,507
404 shares in East Caribbean Home Mortgage Bank	73,950	73,950
4,666 shares in St. Vincent Brewery	139,980	90,405
100 shares in St. Vincent Building and Loan Association	1,000	1,000
Total equity securities at fair value	1,111,237	1,036,537

The movement in expected credit loss allowance is as follows:

	2023			
	Stage 1 12-month ECL $	Stage 2 Lifetime ECL $	Stage 3 Lifetime ECL $	Total $
Loss allowance as at 1 January 2023	1,886,474	-	522,500	2,408,974
Provision on additions to investment	1,046,963			1,046,963
Provision on matured investments	(1,345,201)			(1,345,201)
- Increases due to change in credit risk	383,438			383,438
Loss allowance as at 31 December 2023	1,971,674		522,500	2,494,174

	2022			
	Stage 1 12-month ECL $	Stage 2 Lifetime ECL $	Stage 3 Lifetime ECL $	Total $
Loss allowance as at 1 January 2022	1,513,038	-	522,500	2,035,538
Provision on additions to investment	1,386,422	-	-	1,386,422
Provision of matured investments	(1,098,877)	-	-	(1,098,877)
- Increases due to change in credit risk	85,891	-	-	85,891
Loss allowance as at 31 December 2022	1,886,474	-	522,500	2,408,974

9. Loan to members

The Credit Union's loans portfolio as at December 31, 2023 are in the following staging categories.

	2023			
	Stage 1 $	Stage 2 $	Stage 3 $	Total $
Consumer	93,587,860	2,197,401	5,942,340	101,727,601
Computer	217,176	-	-	217,176
Mortgage	93,088,862	346,528	5,998,887	99,434,277
Student	3,022,628	-	147,535	3,170,163
Gross loans	189,916,526	2,543,929	12,088,762	204,549,217
Add: Interest receivable	650,831	53,618	159,620	864,069
Gross loans and interest receivable	190,567,357	2,597,547	12,248,382	205,413,286
Less: ECL allowance	(781,261)	(62,945)	(4,804,297)	(5,648,503)
	189,786,096	2,534,602	7,444,085	199,764,783

	2022			
	Stage 1 $	Stage 2 $	Stage 3 $	Total $
Consumer	83,811,571	2,168,261	6,713,239	92,693,071
Computer	170,927	-	304	171,231
Mortgage	89,218,375	500,386	5,256,654	94,975,415
Student	3,317,488	13,393	270,529	3,601,410
Gross loans	176,518,361	2,682,040	12,240,726	191,441,127
Add: Interest receivable	669,857	29,910	171,524	871,291
Gross loans and interest receivable	177,188,218	2,711,950	12,412,250	192,312,418
Less: ECL allowance	(1,145,379)	(127,399)	(4,623,841)	(5,896,619)
	176,042,839	2,584,551	7,788,409	186,415,799

The average yield on loans for the year was 8.3% (2022: 8.1%).

The movement in the expected credit loss allowance is as follows:

	2023				
	Consumer $	Computer $	Mortgage $	Student $	Total $
Balance, beginning of year	3,868,451	1,904	1,918,114	108,150	5,896,619
Amounts charged/(write off)	(996,462)	-	-	(67,514)	(1,063,976)
Expected credit losses	785,772	(946)	19,705	11,329	815,860
Balance, end of year	3,657,761	958	1,937,819	51,965	5,648,503

9. Loan to members (cont'd)

The movement in the provision for impaired loans is as follows:

	2022				
	Consumer $	Computer $	Mortgage $	Student $	Total $
Balance, beginning of year	4,085,538	1,948	1,431,578	143,869	5,662,933
Expected credit losses	(217,087)	(44)	486,536	(35,719)	233,686
Balance, end of year	3,868,451	1,904	1,918,114	108,150	5,896,619

10. Right-of-use assets

	2023 $	2022 $
Cost		
Balance as at January 1	944,654	643,306
Additions	141,404	301,348
Balance as at December 31	1,086,058	944,654
Accumulated depreciation		
Balance as at January 1	618,658	458,644
Depreciation charge	98,518	160,014
Balance as at December 31	717,176	618,658
Net book value as at December 31	368,882	325,996

11. Other assets

	2023 $	2022 $
ATM receivable	598,643	55,581
Rent receivable	187,607	365,144
Prepaid expenses	56,858	47,746
Staff receivables - net	2,591	1,862
Western Union receivable	30,144	80,388
Deposits on fixed assets	612,161	84,220
Others	42,682	138,578
	1,530,686	773,519

12. Investment properties

	Coombs Building $	Bounty Building $	Reliance Building $	Cane Hall (land) $	River 14 $	Main Office (Upper Halifax Street) $	Total $
Year ended December 31, 2023							
Carrying value, beginning of year	1,313,339	3,195,141	3,382,681	1,276,000	1,434,500	3,030,000	13,631,661
Additions	-	-	-	-	47,475	-	47,475
Grant income realised	-	-	-	-	-	-	-
Gain/(loss) on revaluation	-	-	-	-	-	-	-
Carrying value, end of year	1,313,339	3,195,141	3,382,681	1,276,000	1,481,975	3,030,000	13,679,136
Year ended December 31, 2022							
Carrying value, beginning of year	1,308,000	3,157,344	3,382,681	1,276,000	1,129,067	3,030,000	13,283,092
Additions	5,339	37,797	-	-	-	-	43,136
Grant income realised	-	-	-	-	(366,813)	-	(366,813)
Gain on revaluation	-	-	-	-	672,246	-	672,246
Carrying value, end of year	1,313,339	3,195,141	3,382,681	1,276,000	1,434,500	3,030,000	13,631,661

Investment properties comprise property held for rental and capital appreciation. Rental income from investment properties amounted to $771,465 (2022: $669,727) and direct operating expenses amounted to $135,750 (2022: $115,768). Fair value gain of $nil (2022: gain $672,246) has been recognised in other operating income (expense) (see note 27).

The fair value of investment property was determined by external, independent property valuators, having appropriate recognised professional qualifications and recent experience in the location and category of the property being valued. The independent valuators provide the fair value of the Credit Union's investment property portfolio every three years.

13. Property, plant and equipment

	Land	Buildings	Furniture and Equipment	Computer equipment & software	Motor Vehicles	Leasehold Improvement	Work in Progress	Total
	$	$	$	$	$	$	$	$
Cost or valuation								
Balance as at January 1, 2022	6,130,521	5,094,907	2,573,217	2,457,972	345,114	165,722	549,214	17,316,667
Additions	-	-	26,940	73,556	-	-	-	100,496
Gain (loss) on revaluation	(5,283)	-	-	-	-	-	-	(5,283)
Disposals	-	-	(222,625)	(25,971)	-	-	-	(248,596)
Balance as at December 31, 2022	6,125,238	5,094,907	2,377,532	2,505,557	345,114	165,722	549,214	17,163,284
Balance as at January 1, 2023	6,125,238	5,094,907	2,377,532	2,505,557	345,114	165,722	549,214	17,163,284
Additions	-	-	220,284	203,010	-	7,038	-	430,332
Gain (loss) on revaluation								
Disposals	-	-	-	(32,117)	-	-	-	(32,117)
Balance as at December 31, 2023	6,125,238	5,094,907	2,597,816	2,676,450	345,114	172,760	549,214	17,561,499
Accumulated depreciation								
Balance as at January 1, 2022	-	101,898	1,954,414	1,353,262	164,727	155,963	-	3,730,264
Depreciation for the year	-	101,898	222,420	407,462	69,022	3,252	-	804,054
Disposals	-	-	(222,168)	(21,617)	-	-	-	(243,785)
Balance as at December 31, 2022	-	203,796	1,954,666	1,739,107	233,749	159,215	-	4,290,533
Balance as at January 1, 2023	-	203,796	1,954,666	1,739,107	233,749	159,215	-	4,290,533
Depreciation for the year	-	101,898	263,505	427,366	37,121	4,659	-	834,549
Disposals	-	-		(31,058)				(31,058)
Balance as at December 31, 2023	-	305,694	2,218,171	2,135,415	270,870	163,874	-	5,094,024
Net book value								
As at December 31, 2022	6,125,238	4,891,111	422,866	766,450	111,365	6,507	549,214	12,872,751
As at December 31, 2023	6,125,238	4,789,213	379,645	541,035	74,244	8,886	549,214	12,467,475

14. Other payables

	2023 $	2022 $
Accrued expenses	543,259	498,590
ATM payable	2,087,483	1,665,359
Due to COMFI	282,201	282,201
Accrued vacation liability	113,816	119,735
Accrued pension liability	412,675	343,062
Retirement benefit provision	296,837	134,881
Member's Insurance deposit payable	601,186	596,044
ECL provision on undisbursed loans	344,639	344,639
Trade and other payables	1,919,338	1,545,346
	6,601,434	5,529,857

15. Staff retirement benefit plan

The Credit Union has a defined contribution retirement plan, which is administered by Colonial Life Insurance Company (Trinidad) Limited (CLICO) for eligible full-time employees. Pursuant to the provisions of the plan, the Credit Union is required to contribute four per cent (4%) of each qualifying employee's salary to the plan. As of reporting date, Colonial Life Insurance Company (Trinidad) Limited is under judicial management and is insolvent. The Credit Union retains the pension contributions in a deposit account, which at reporting date amounted to $1,235,833 (2022: $1,125,229). The deposit earns interest at the rate of 2% per annum.

16. Lease liabilities

	2023 $	2022 $
Balance as at January 1	328,623	192,787
Additions	141,404	301,348
	470,027	494,135
Less: Lease payments	(95,969)	(165,512)
Balance as at December 31	374,058	328,623

Maturity analysis

	2023 $	2022 $
Less than one year	105,312	76,895
Between one and five years	268,746	251,728
	374,058	328,623

17. Members' deposits

	2023 $	2022 $
Term deposits	66,003,606	67,667,365
Saving deposits	124,083,463	111,359,845
	190,087,069	179,027,210
Interest payable on term deposits	829,780	983,748
	190,916,849	180,010,958

18. Members' ordinary savings

	2023 $	2022 $
Members' ordinary shares	148,384,504	137,062,128
Interest payable on member ordinary shares	2,738,315	2,500,878
	151,122,819	139,563,006

Members' ordinary savings bear interest at rates not exceeding the rate of interest stipulated by the East Caribbean Central Bank.

19. Share capital

(i) Qualifying shares

	2023 $	2022 $
Authorised number of shares of $1 par value	Unlimited	Unlimited
Issued and fully paid		
Balance - beginning of year	4,364,318	4,206,500
Issued during the year	193,962	194,000
Repurchased during the year	(32,434)	(36,182)
	4,525,846	4,364,318

(ii) Equity shares

	2023 $	2022 $
Authorised number of shares of $1 par value	Unlimited	Unlimited
Issued and fully paid		
Balance - beginning of year	30,917,107	29,699,011
Issued during the year	1,472,607	1,580,407
Repurchased during the year	(128,577)	(362,311)
Balance - end of year	32,261,137	30,917,107
Total share capital	36,786,983	35,281,425

Holders of qualifying and equity shares are entitled to vote at the Credit Union's general meetings and any dividend duly declared. Each shareholder is entitled to one vote.

20. Statutory reserve

Pursuant to the provisions of Article XIX (1) of the By-Laws and Part VII section 124 of the Co-operative Societies Act 2012 (Amended), the Credit Union shall credit all entrance fees and fines collected from members to the statutory reserve. If at the end of each financial year the amount standing to institutional capital, before any declaration of dividend, is less than seven percent (7%) of total assets, the Credit Union shall transfer to statutory reserves for that year not less than thirty percent (30%) of its surplus or such other sum as may be required to increase the institutional capital to seven percent (7%) of total assets.

20. Statutory reserve (cont'd)

	2023 $	2022 $
Balance - beginning of year	9,698,182	8,617,759
Entrance fees received in current year	1,497	1,386
Appropriation of statutory reserve	1,121,402	1,079,037
Balance - end of year	10,821,081	9,698,182

21. Social development fund

The Social Development Fund is to assist needy members to recover from severe illness/emergencies/natural disasters. Each member is required to make an annual contribution thereto of $20.

	2023 $	2022 $
Balance - beginning of year	2,321,000	2,302,264
Contribution received	662,820	654,920
Payments from fund	(686,998)	(636,184)
Balance - end of year	2,296,822	2,321,000

22. Statutory development fund

In accordance with Article 125 of the Co-operative Societies Act 2012, the Credit Union shall maintain, from annual appropriations not exceeding ten percent of net profits, a Development Fund, which shall be administered by the National League, for the development of registered societies.

	2023 $	2022 $
Balance - beginning of year	30,000	30,000
Payment to National League	(30,000)	(30,000)
Annual transfer of profits	30,000	30,000
Balance - end of year	30,000	30,000

23. Investment income

	2023 $	2022 $
Interest on savings account	437,021	513,031
Interest on investments	2,934,856	2,359,653
Dividend income	17,520	19,076
	3,389,397	2,891,760

24. Expected credit losses

	2023 $	2022 $
Loans and advances and undrawn loan commitments	(815,859)	(289,508)
Recoveries	14,229	44,959
	(801,630)	(244,549)
Financial investments	(85,200)	(373,436)
	(886,830)	(617,985)

25. General and administrative expenses

	2023 $	2022 $
Advertising	387,256	191,172
ATM card embossing cost	3,155	5,345
Audit fee	99,137	92,193
Bank charges	154,080	126,335
Board and committee expenses	212,438	205,810
Credit Union week	13,000	20,794
Cleaning expenses	48,435	61,555
Depreciation - property, plant and equipment	834,549	804,054
Depreciation - Right -of -use assets	98,518	160,014
Donations	72,269	68,251
Education and promotion	15,452	37,770
Electricity	172,190	147,911
General insurance	121,097	106,063
Georgetown branch expenses	115,382	107,209
Grenadines branches expenses	224,646	200,763
Honorarium	9,600	9,600
Insurance on members' shares and loans	1,845,387	1,712,899
League dues	173,699	170,205
Lease interest	8,922	5,404
Licensing fees	385,221	335,453
Meeting expenses	113,245	115,433
Miscellaneous expenses	2,543	481
Motor vehicle expenses	34,403	34,592
Office expenses	301,265	218,271
Professional fees	21,591	21,878
Property tax	11,571	19,602
Rent	86,497	14,550
Repairs and maintenance	136,799	163,436
River 14 expense	129,984	92,949
Security	139,885	150,439
Social events	68,162	75,590
Social assistance expense	3,606	6,961
School co-operative expense	1,970	2,630
Scholarships	204,850	169,680
South Rivers branch expense	118,551	101,814
Stationery, postage, and office supplies	94,749	103,106
Subscriptions and membership dues	4,899	5,737
Telephone and Internet	191,368	173,617
Water and sewerage	20,051	17,384
Convention and summit	204,163	208,893
	6,884,585	6,265,843

26. Staff costs

	2023 $	2022 $
Education assistance	1,010	5,792
Group medical insurance	138,375	141,527
Holiday grant	14,500	16,500
Pension	140,089	141,050
Retirement benefit	161,955	134,881
National Insurance contributions	141,743	136,044
Salaries, wages, and bonus	3,173,189	3,192,740
Staff training	85,621	46,309
Travel, phone and entertainment allowances	119,450	145,352
Uniforms	63,027	32,387
Utilities and housing allowance	17,058	16,800
	4,056,017	4,009,382
Number of employees as of reporting date	73	72

27. Other operating income/(expenses)

	2023 $	2022 $
Gain on revaluation of investment properties (Note 12)	-	672,246
Loss on revaluation of land and buildings (Note 13)	-	(5,283)
Net gain on revaluation	-	666,963
Commission income	98,197	53,861
(Loss) gain on disposal of property	(1,059)	(4,811)
Income on death benefit plan - net (Note 28)	(93,620)	73,485
Rental income	830,803	771,465
Loan processing fees	587,674	566,385
Security processing fees	587,081	751,912
Other incomes	114,067	81,404
	2,123,143	2,960,664

28. Income on death benefit plan - net

	2023 $	2022 $
Members' death benefit contributions during the year	1,098,060	1,065,680
Death benefit claims paid during the year	(1,191,680)	(992,195)
	(93,620)	73,485

29. Income tax

In accordance with Section 25 of the Income Tax Act 1979, the Credit Union, is exempt from income tax.

30. Short-term leases and leases of low-value assets

The credit union has elected not to recognise right-of-use assets and lease liabilities for short-term leases that have a lease term of 12 months or less and low-value assets. The credit union uses short-term operating lease mainly to secure additional storage space in Southern Grenadines. The credit union recognises the lease payments associated with these leases as an expense on a straight-line basis over the lease term. The lease agreements do not impose any covenants and the leased assets may not be used as security for borrowing purposes. Short-term operating lease expenditure in 2023 totaled $12,000 (2022: $12,222).

31. Related party balances and transactions

a. Identity of related parties

Parties are considered to be related if one party has the ability to control the other party or exercise significant influence over the other party in making financial or operational decisions. The Credit Union considers the Board of Directors, Committee members and key management personnel as related parties.

If a party has control over or the party has significant influence over the Credit Union or is a member of the key management personnel, it is considered a related party.

The Board of Directors, committees, and staff of the General Employees Co-operative Credit Union Limited are therefore considered as related parties.

These represent loans outstanding and deposits held by related parties as identified in (a).

	2023 $	2022 $
Loans		
Directors and volunteers	3,348,918	3,312,800
Staff	9,348,622	8,232,359
	12,697,540	11,545,159

	2023 $	2022 $
Deposits		
Directors and volunteers	2,059,767	1,918,537
Staff	1,742,260	1,680,769
	3,802,027	3,599,306

b. Key management compensation

	2023 $	2022 $
Salaries	931,408	867,559
National Insurance Services	23,399	18,524
Board honorarium	9,600	9,600
Board and committee allowance	212,438	205,810
	1,176,845	1,101,493

32. Commitments

a. Capital commitments

For the year ended December 31, 2023

As of reporting date, the Credit Union is committed to capital expenditure contracts amounting to approximately $405,251 as follows:

	Total committed balance $
Design of the GECCU Head office	386,871
Painting of South Rivers Project	6,000
Virtualization and Disaster Recovery Project	12,380
	405,251

For the year ended December 31, 2022

As of reporting date, the Credit Union is committed to capital expenditure contacts amounting to approximately $577,528 as follows:

	Total committed balance $
Design of the GECCU Head Office	386,871
Security System upgrade	174,758
Virtualization Project	12,380
Union Island Kitchen Refurbishment	3,519
	577,528

b. Loan commitments

Loan commitments in respect of undisbursed loans as at December 31, 2023 amounted to $12,725,288 (2022: $13,515,230).

33. Comparatives

Certain comparatives have been amended to conform to the current year's presentation.



The Credit Committee's Report

to the
58th ANNUAL GENERAL MEETING
of the
GENERAL EMPLOYEES' CO-OPERATIVE CREDIT UNION LIMITED (GECCU)

THE CREDIT COMMITTEE'S REPORT TO THE 58th ANNUAL GENERAL MEETING

1.0 INTRODUCTION

1.1 The Credit Committee is pleased to present its report for the year ended December 31, 2023.

1.2 Bro. Dougal Allen, Bro. Cecil Jackson, Sis. Gemma Mc Cree, Bro. Dimitri Samuel and Sister Gertrude Jacobs continued to serve on the Credit Committee for the year 2023. At the 57th Annual General Meeting held on 8th June, 2023, Bro. Dougal Allen was re-elected to serve for another three-year term. The composition of the 2023/2024 Credit Committee was as follows:

- Bro. Cecil Jackson - Chairman (July 2023)
- Sis. Gertrude Jacobs - Vice Chairman (July 2022- July 2023-Deceased).
- Bro. Dougal Allen - Chairman (Jan-June 2023) Vice Chairman (July 2023)
- Sis. Gemma Mc Cree - Secretary
- Bro. Dimitri Samuel - Member (Jan – June 2023 -Resigned)
- Sis. Noretta John - Member (July 2023)
- Sis. S. Chiaka Bowman - Member (August 2023)

2.0 MEETINGS AND ATTENDANCE

2.1 For the calendar year 2023, forty-five (45) regular meetings were convened.

2.2 The committee's attendance record was as follows for **2023**

• Bro. Cecil Jackson	Jan-Dec	42
• Sis. Gertrude Jacobs	Jan- Jul	23
• Bro. Dougal Allen	Jan-Dec	45
• Sis. Gemma Mc Cree	Jan-Dec	45
• Bro. Dimitri Samuel	Jan- Jul	21
• Sis. Noretta John	Jul-Dec	13
• Sis. S. Chiaka Bowman	Aug-Dec	15

2.3 A total of fifty-three (53) interviews were conducted for loans applications, forty-five (45) of which, included the members' contractors.

2.4 Members of the Credit Committee, as well as in-house staff, conducted twenty-one (21) site visits to two hundred and fifty-one (251) properties . The aforementioned properties were visited for which loan applications were submitted to ascertain the quality of the assets being offered as collateral and for continued monitoring of projects.

3.0 WORK PLAN

- Process loans in accordance with GECCU's Loans Policy;
- Submit monthly reports to the Board of Directors;
- Provide financial counselling to members when necessary;
- ·Conduct site visits;
- Conduct interviews where necessary
- Work closely with the Loans Department;
- Collaborate with technical personnel to facilitate the work of the Committee
- Finalize draft Loans Policy

4.0 LOAN REVIEW AND DISBURSEMENT

4.1 GECCU continued to meet the needs of its membership. Additionally, the committee provided financial counselling, and assisted members in the restructuring of loans.

4.2 Compared to the year 2022, the number of loans processed decreased by 0.02%, while the value of loans processed increased by 3.24% as summarized in the table below.

4.3 The following table shows the Total Loans Processed in 2023 in comparison to 2022.

Particulars	2023		2022			
	No. of loans	Value ($ M)	No. of loans	Value ($M)	No. (%)	Value (%)
Total loan applications processed	**8154.00**	**95.70**	**8156.00**	**92.70**	(0.02)	3.24
Total loan applications approved	**7532.00**	**58.05**	**7637.00**	**62.40**	(1.37)	(7.05)
Total loan applications deferred	29.00	0.92	42.00	1.70	(30.95)	(45.88)
Total loan applications not approved	2.00	0.04	5.00	1.60	(60.00)	(98.13)
Total loan in process, etc	591.00	34.24	472.00	27.00	25.21	36.11
Total loans disbursed	**7403.00**	**57.13**	**7563.00**	**60.40**	(2.12)	(5.46)
Total loans approved but not yet disbursed	**129.00**	**0.91**	**74.00**	**2.00**	74.32	(55.00)

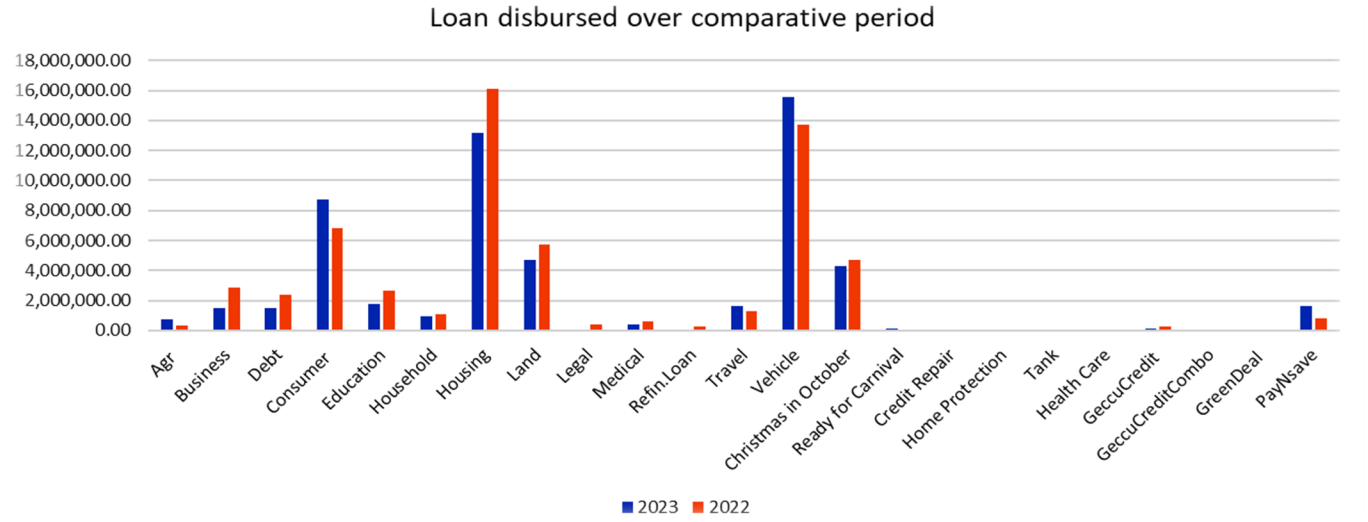
4.4 The table 2 below shows loans disbursed by categories in 2023 and 2022

Year To Date: loan disbursed by purpose	No. of Loans	December-23	% of total loan	No of Loans	December-22	% of total loan	% change
Agriculture	115	755060.77	0.01	101	369650.43	0.01	1.04
Business	181	1493125.92	0.03	257	2837691.77	0.05	-0.47
Debt	213	1511168.09	0.03	343	2383507.54	0.04	-0.37
Consumer	2815	8743443.21	0.15	2359	6824834.48	0.11	0.28
Education	376	1780630.87	0.03	473	2631755.51	0.04	-0.32
Household	336	925350.31	0.02	466	1077840.13	0.02	-0.14
Housing	446	13187127.78	0.23	624	16107516.77	0.27	-0.18
Land	59	4711697.85	0.08	80	5758902.49	0.10	-0.18
Legal	26	89207.00	0.00	43	375890.44	0.01	-0.76
Medical	174	426940.00	0.01	246	611705.06	0.01	-0.30
Refinance Loan	13	91854.77	0.00	22	282791.22	0.00	-0.68
Travel	316	1665048.75	0.03	279	1266068.11	0.02	0.32
Vehicle	976	15536523.22	0.27	960	13703677.92	0.23	0.13
Christmas in October	1071	4268605.25	0.07	1146	4686181.30	0.08	-0.09
Ready for Carnival	47	138521.78	0.00	30	96450.00	0.00	0.44
Credit Repair	2	18050.00	0.00	1	3050.00	0.00	4.92
Home Protection	2	4775.00	0.00	5	76075.00	0.00	-0.94
Tank	0	0.00	0.00	2	50595.00	0.00	-1.00
Health Care	2	5675.00	0.00	3	70475.00	0.00	-0.92
GeccuCredit	19	132880.59	0.00	39	264831.01	0.00	-0.50
GeccuCreditCombo	0	0.00	0.00	13	65425.00	0.00	-1.00
GreenDeal	1	14608.75	0.00	1	10075.00	0.00	0.45
PayNsave	213	1632399.47	0.03	70	796510.15	0.01	1.05
TOTAL	**7403**	**57,132,694.38**	**100%**	**7563**	**60,351,499.33**	**100%**	

4.4.1 Overall, the number of loans disbursed decreased by 2.11%, as well as the value of the loans which reflected a decrease by 5.46% or $3.3 million.

4.4.2 Graph 1 below shows a graphical representation of loans disbursed by type:

Graph 1- Loans Disbursed by Type



5.0. MORTGAGE FINANCING PROGRAM (MFP)

5.1 The total value of the mortgage (housing) portfolio stood at $99.9M as at December 31 2023, representing 49% of the total loan portfolio of the organization.

5.2 For the period under review, a total of 54 mortgages were approved, which amounted to $16,211,563. This represented a 39% increase in the monetary value when compared to 2022. Housing accounted for 28% of approved loans by value.

5.3 The Committee continued to place emphasis on the monitoring of all loans, with the aim of ensuring compliance and providing financial counselling to applicants.

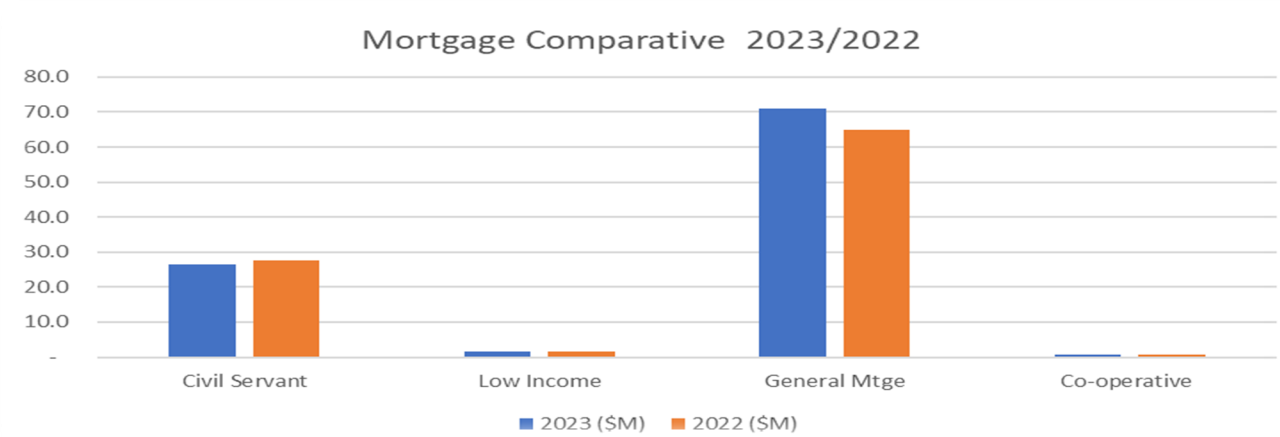
5.4 The table below shows the number and the value of the mortgage portfolio for the year 2023 in comparison to the year 2022.

Table 3: Mortgage portfolio by Category

Category	2023			2022		
	No of Loans	Value ($M)	% of Total Loan	No of Loans	Value ($M)	% of Total Loan
Civil Servant	160	26.58	27%	162	27.60	29%
Low Income	20	1.61	2%	22	1.70	2%
General Mortgage	399	71.10	71%	374	65.00	68%
Co-operative	1	0.64	1%	1	0.70	1%
TOTAL	**580**	**99.93**	**101%**	**559**	**95**	**100%**

5.4.1 The distribution of the mortgage portfolio for the fiscal year 2023 is presented in the bar chart below.

Graph 2: Mortgage portfolio by Category



6.0 DELINQUENCY STATUS

6.1 The Credit Committee is cognizant of the challenges that confront the Credit Union sector as it relates to the management of loan delinquency. Chief among them are the guidelines of money transfer remittances and the corresponding banking requirements to which our members overseas must adhere. Despite these challenges, the Committee continues to work closely with the Loan Department and Recoveries Committee to ensure that the delinquency rate parallels[2] the acceptable PEARLS ratio of 5%.

6.2 In 2023, the delinquency rate increased to 8.10% from 7.46% in 2022. The Credit Committee noted a slight increase in the delinquency rate from the previous year. The Committee will continue to work assiduously with the Loans Department and the Recoveries Committee to monitor the delinquency rate and to aid in its reduction

7.0 CONCLUSION

7.1 The Credit Committee continues to work with our members to ensure that their needs are adequately realized and their financial commitments to GECCU are maintained.

7.2 The Committee continues to collaborate with the Loan Department to implement ongoing targeted interventions which provide direct professional guidance and support to our members such as: loan interviews, financial counseling, and debt consolidation.

7.3 The Credit Committee takes this opportunity to express its profound gratitude to the Board of Directors, other committees, management and staff of GECCU and the general membership for the continuous support extended. Additionally, the committee looks forward to serving our members, and to proudly celebrate together, GECCU's 60th Anniversary of operation in 2024.

Bro. Cecil Jackson
Chairperson

Sis. Gemma Mc Cree
Secretary



The Supervisory & Compliance Committee's Report

to the

58th ANNUAL GENERAL MEETING

of the

GENERAL EMPLOYEES' CO-OPERATIVE CREDIT UNION LIMITED (GECCU)

THE SUPERVIORY & COMPLIANCE COMMITTEE'S REPORT TO THE 58th ANNUAL GENERAL MEETING

1.0 INTRODUCTION

1.1 The Supervisory and Compliance Committee (SCC) is pleased to present its annual report for the year ended December 31,2023.

1.2 The duties of the Supervisory and Compliance Committee are enshrined in the Co-operative Societies Act No.12 of 2012, section 66 and article 10 of GECCU's bye-laws and entail:

- Examination of the books and documents of the Credit Union;
- Oversight of the Board, Committees, management, and staff activities;
- Monitoring compliance with the Act, Regulations, byelaws, and policies;
- Receiving and investigating member complaints/suggestions;
- Keeping Minutes of its meetings;
- Submission of monthly reports to the Board of Directors;
- Submission of annual report to the AGM.

1.3 During the year, the Credit Union's general operations, accounting system and internal controls were reviewed and tested. The Committee is satisfied that the General Employees Co-operative Credit Union is generally compliant with the Co-operative Societies Act No.12 of 2012, the organization's by-laws, internal policies and procedures and other statutory and regulatory requirements.

2.0 MEMBERSHIP AND ATTENDANCE

2.1 At the 57th Annual General Meeting held on June 8, 2023, Sis. Louisa Martin-James was re-elected to serve for three (3) years.

2.2 The other members of the Committee are:

Sis. Yolande Barbour
Sis. Gatlin Roberts
Sis. Joeleen Doyle
Sis. Marcelle Burgin

2.3 At the first meeting after the 57th AGM, Sis. Yolande Barbour and Sis. Gatlin Roberts were elected as Chairperson and Secretary respectively. It was decided that regular meetings would continue on the second and fourth Tuesday of each month.

2.4 A total of 22 regular and 2 special meetings were held during the year 2023. Attendance were as follows:

Sis. Yolande Barbour	24 meetings
Sis. Gatlin Roberts	24 meetings
Sis. Louisa James	23 meetings
Sis. Joeleen Doyle	24 meetings
Sis. Marcelle Burgin	24 meetings

2.5 The Committee was ably assisted by the Internal Audit Department in implementing its work program.

3.0 WORK-PLAN

3.1 The Committee developed a work-plan to aid in the execution of its tasks and fulfill its responsibilities. The activities undertaken to date are as follows:

- Perused contractual documents including leases, licenses and insurance policies;
- Monitored the effectiveness of safeguards to protect member's investments;
- Reviewed ATM deposits for Source of Funds;
- Performed tests on VAT, NIS and PAYE remittances;
- Performed tests on interest and dividend calculations;
- Reviewed Death Benefits, GECCU MED and CUNA;
- Reviewed Scholarship and Bursaries;
- Analyzed and reviewed samples of the loan portfolio both current and delinquent;
- Review declined loans;
- Reviewed Bank Reconciliations;
- Visited Sub Offices;
- Walkthrough of the main office;
- Observation of Board of Directors and Social Development Fund (SDF) committee meetings;
- Reviewed tabled minutes of the Board of Directors and Board-Appointed Committees;
- Reviewed the External Auditor's Management Letter;
- Reviewed onboarding and off-boarding process for members;
- Reviewed the various policies;
- Began investigation into allegations of bullying at the workplace;
- Met with a Consultant to assist in the formulation of a staff satisfaction survey;
- Held meeting with staff.

4.0 SUB OFFICE OPERATIONS

4.1 Visits were made to GECCU's Sub Offices to ensure adherence to the policies, that the working conditions were conducive to effective operations, and that controls were in place.

4.2 Despite reporting repeatedly to the BOD about the inadequate storage at the Bequia and Canouan sub-offices, the matter has not been addressed. Files are still left on the floor in boxes as there are no shelves in place for storage.

4.3 At the Union Island office there were missing ceiling tiles and critical security measures are lacking at this office.

4.4 At the Georgetown Office, there is a similar situation with the storage of files as exists at some other offices. Although there is a separate space which is adequate, it needs to be properly organized and cleaned.

4.5 The SCC observed that there are files dating back as far as 2002. This is outside of the statutory stipulation for retaining documents up to seven (7) years. The SCC hereby recommends that a document retention policy is developed whereby the documents are kept for no more than ten (10) years.

5.0 GOVERNANCE

5.1 Policies

5.1.1 The SCC has written to the BOD on numerous occasions regarding the outdated policies. Despite promises to have such reviewed this situation remains unchanged.

5.2 Management Letter

5.2.1 Several recurring management letter points have not been addressed by the BOD. Of note, the response to some of these issues is lacking in substance and does not respond to the concerns raised with the seriousness it deserves.

5.3 Minutes

5.3.1 The minutes and reports of the Board of Directors and Committees were reviewed. The SCC is satisfied that most parties were compliant with their reporting obligation. However, minutes need to be more thorough and reflective of the discussions held and decisions made during each meeting. Importantly, all minutes should be ratified, signed by the president/ chairperson and secretary and lodged at GECCU's office.

5.3.2 The SCC also observed that some non-statutory committees are not compliant in preparing and submitting minutes to the BOD according to section 58 4(c) of the Co-operative Societies Act.

5.4 Reporting Requirement and Recurring Findings

5.4.1 Though the SCC complies with monthly reporting to the BOD, there is generally no feedback. Issues reported for action are either not addressed or very seldom addressed and recommendations are not implemented. Issues relating to staff matters are not filtered down to the relevant parties.

6.0 LOANS & DELINQUENCY

6.1 The SCC is concerned about the quality of the loan portfolio during the period and this was reflected in the delinquency rate of 8.1% at the end of the year. Loan applications/applicants should be properly evaluated before loans are disbursed to ensure that the recipients are not over-extended and can therefore service their loans.

7.0 SOCIAL DEVELOPMENT FUND

7.1 The Committee reviewed the criteria and applications for SDF assistance and observed that the guidelines are too vague and that funds are not consistently disbursed following the eligibility guidelines for each type of assistance.

7.2 A limit should be set for the value and number of times during a year that a member may receive assistance.

8.0 OPERATIONAL CONCERNS

8.1 For many years the Operations and Human Resources functions have been headed by a single individual. With a Human Resources (HR) department in place, it was expected that HR issues affecting the organization would be addressed with the urgency and seriousness it deserved. A recommendation for the separation of these functions was made at an All Committee and staff retreat held in 2018. To date, this recommendation is yet to be implemented.

8.2 In the past, a suggestion box was prominently placed at the office. When the need for the return of the box was raised by the SCC, it was only then that we were aware that they existed. However, the location and procedure for making suggestions is not easily identifiable.

8.3 Job Evaluation and Performance Management study recommendations have not been operationalized to this date. The report was submitted to the BOD by the Consultants in March 2020.

8.4 There is currently no procedure in place to evaluate the CEO's performance despite numerous recommendations by the SCC. It is therefore recommended that a performance appraisal is implemented for the CEO as soon as possible.

9.0 DISASTER MANAGEMENT

9.1 While a draft comprehensive disaster plan was formulated it is yet to be formally approved. No disaster drills have been undertaken since the GECCU office has been moved to its new location.

10.0 AML/CFT MATTERS

10.1 *Compliance*
The position of Compliance Officer was filled in April 2023. Since the appointment of the Compliance Officer, he has been unable to fully perform in that capacity as he was also assigned to act as the Accountant indefinitely performing the two roles simultaneously. This is a serious issue and a violation of the Regulations as indicated in the FSA On-Site Report of September 23, 2022 which highlighted that, "the Compliance Officer performing two critical roles hampers the effectiveness of the compliance program altogether and that the Compliance Officer did not appear to be sufficiently independent as he reported directly to the CEO, who provided the BOD with a summarized version of the compliance report. Overall, the compliance function is inconsistent with Section 27 (1) (c – h) of the AML-CFT Regulations 2014 and renders the compliance function non-compliant."

10.2 In this current configuration, the Accountant (Ag.) reports to the CEO and as the Compliance Officer he reports to the BOD. This is a clear indication of a conflict of interest within the governance structure of the organization.

11.0 COMMENDATIONS

11.1 GECCU should be commended for:
- Its involvement in the Everything Vincy Expo held October 2023.
- Its continued sponsorship of the Miss SVG 2023 Community Service Project.
- The hosting of the Christmas Market at GECCU's car park in December 2023

12.0 ACKNOWLEDGEMENT

12.1 We would like to place on record our appreciation for the contribution made by the former Audit Clerk, Bro. Ashley Ashton. We thank him for his service to GECCU.

12.2 The members of the Supervisory and Compliance Committee are grateful for the opportunity to serve this noble institution. We would like to thank the Board of Directors, Committees and Staff for their continued cooperation, thus facilitating the execution of our tasks.



Sis Yolande Barbour
Chairperson



Sis Gatlin Roberts
Secretary



Minutes of Special Meeting

58th ANNUAL GENERAL MEETING
of the
GENERAL EMPLOYEES' CO-OPERATIVE CREDIT UNION LIMITED (GECCU)

MINUTES OF A SPECIAL GENERAL MEETING OF THE GENERAL EMPLOYEES CO-OPERATIVE CREDIT UNION LIMITED HELD ON TUESDAY, 19TH SEPTEMBER 2023, AT THE METHODIST CHURCH HALL, KINGSTOWN, AT 4:00 P.M.

PRESENT:	Bro. Michael Sayers	-	President
	Bro. H. Colin Sam	-	Vice President
	Sis. Cecelia J Williams	-	Treasurer
	Bro. Linus Goodluck	-	Secretary
	Bro. Philmore Isaacs	-	Director
	Bro. Kelvin Pompey	-	Director
	Bro. Renato Gumbs	-	Director
	Bro. Meriah Samuel	-	Director
	Bro. Endall Johnson	-	Director
	Sis. Maxine Johnney	-	Acting Chief Executive Officer

1. CALLED TO ORDER:

The President, Bro Michael Sayers, called the meeting to order at 4:18 p.m and projected the Agenda.

2. **PRAYERS:**

Bro Philmore Isaacs said the prayer.

3. **WELCOME - PRESIDENT**

The President, Bro Michael Sayers, welcomed all to the Special General Meeting. He referred to the requisition received from members for a Special General Meeting regarding `apparent abandonment or termination' of former Chief Executive Officer, Bro. Rohan Stowe.

4. **ASCERTAINMENT OF QUORUM**

The President ascertained the quorum of 292 members present.

5. **READING OF A REQUISITION SIGNED BY MEMBERS**

5.1 The Secretary, Bro. Linus Goodluck was about to read the requisition as displayed on the screen. However, Bro. Ronnie Daniel stood on a point of order and moved a motion that "the President relinquish his position to chair the special meeting and that members select a competent member to chair." He furthered indicated he perceived "a potential conflict of interest by the President". The motion was seconded by Sis. Gwenneth Baptiste-Stoddard.

5.2 There was a lengthy discussion and reference to the Credit Union's Bye-Laws regarding whether the President should relinquish his position as Chairman. The President put the motion to a vote by show of hands. There was no counter-motion. Sixty-five (65) members voted for the motion, and twenty-five (25) members voted against. The motion was carried with majority votes. The President, Bro Michael Sayers, then relinquished the Chair of the meeting.

5.3 Sis Frances Clarke-Palmer moved a motion that Bro. Harvey Farrell preside over the meeting. The motion was seconded by Bro Ronnie Daniel. Thirty-five (35) members voted by a show of hands for the motion; six (6) members voted against it. Bro. Harvey Farrell was elected to chair the meeting.

5.4 Bro. Harvey Farrell referred to the requisition submitted to the Board of Directors regarding `the sudden apparent abandonment or termination' of the services of former CEO, Bro. Rohan Stowe. The members sought clarification on what was perceived as irreconcilable differences between the Board of Directors and the former CEO.

5.5 Bro. Harvey Farrell reiterated the following clause in the requistion which read "The meeting shall provide, inter alia, a plausible and sound explanation of the material facts that led to the `apparent abandonment or termination' of CEO, Mr Stowe." Members expected answers to the questions.

5.6 He drew members to the Standing Orders for the meeting proceedings.

5.7 Bro. Christo Primus referred to Article 14 of the Credit Union Bye-Laws, titled `Special General Meeting'. He interpreted that the documents for the Special General Meeting of members shall be made available, where applicable, fourteen (14) days before the meeting. He requested that the dismissal letter be tabled.

5.8 The Chair, Bro. Harvey Farrell, opened the floor for discussion on the request for the dismissal letter.

5.9 Bro. Cecil Ryan objected to the request to table the dismissal letter. He referred to Article 8 of the rules which pertained to the duties of the Board of Directors and quoted "the business of the Society shall be conducted by a Board of Directors elected at an Annual General Meeting of the Society". Bro Ryan's interpretation of the Bye-Laws was that any correspondence with anyone was the Board's responsibility, and members had to be careful that the Board's authority and responsibility not be usurped per the Bye-Laws. He disagreed that the Board of Directors should disclose the letter to the public.

5.10 There was a lengthy discussion about whether the Board should table the former CEO's dismissal letter to members, including:

- The letter in question, already disclosed by iWitness News to the public, gave eight reasons for Bro Rohan Stowe's dismissal;
- According to the Bye-Laws, a prepared response should have been circulated 14 days before the meeting;
- The Board should give a plausible explanation for the former CEO's dismissal.

6. **MATTERS ARISING FROM THE PETITION**
The Chair, Bro Harvey Farrell, invited a member of the Board to respond to the petition.

6.1 **Bro Philmore Isaacs, Director - Response**
Bro Philmore Isaacs gave a preamble to the presentation. He alluded to the Article 14 of the Bye-Laws, titled 'Special General Meeting':

a. "A Special General Meeting shall be held at any time at the request of the President, the Board, the Registrar, or his representative or on receipt by the Secretary of a written requisition signed by not less than seventy-five (75) members. At least fourteen (14) days' notice of the meeting shall be given to all members."

6.1.1 It was stated that the requisiton did not meet the prerequisite of seventy-five (75) members' signatures for a special general meeting. Some of the persons who signed the petition were not members of GECCU. However, in the interest of transparency, the Board of Directors had convened the Special General Meeting.

6.1.2 In response to the question "whether the former CEO, Bro. Rohan Stowe, was dismissed, or he abandoned his position", Bro. Philmore Isaacs responded that the Board terminated the former CEO, Bro. Rohan Stowe in keeping with the rules of the Credit Union and Co-operative Societies Act.

6.1.3 At this point, Bro. Philmore Isaacs requested that it be recorded: "I would not be a party to the disclosure of this information. Therefore, there could be no legal action against Philmore Isaacs."

6.1.4 Bro. Lloyd Small requested the reasons for the termination of the former CEO. He said that he looked at Section 9: 2 of the Protection of Employment Act to determine "whether or not the CEO was dismissed for cause or Section 10, which dealt with summary for dismissal and whether or not the dismissal letter violated the Protection of Employment Act" so he could address the issue.

6.1.5 Bro Cecil Ryan disagreed with Bro. Lloyd Small and said that the matter he referred to in the Employment of Protection Act could be dealt with privately and not in a public forum such as this meeting. Bro. Cecil Ryan further indicated that as a former member of the Board of Directors, he had to sign a confidentiality agreement. Once the document was signed, each Director was individually and collectively responsible for information leaving the Board or any Committee.

6.1.6 The highlights of the discussion were:

- The information requested was not positively presented.
- At the last AGM, the former CEO was positively rated for his performance. Therefore, members were surprised when the media announced that the former CEO had demitted office; they were unsure if he was dismissed or had abandoned his duties.
- The Board of Directors should have crafted a reliable response to the petitioners' questions and presented the reasons for the CEO's dismissal to the members.
- Were two (2) warning letters given to the former CEO before he was terminated?

6.2 **President, Bro Michael Sayers – Response**

6.2.1 The President, Bro Michael Sayers, referred to members who stated that the letter was already in the public domain, and `iWitness News' gave eight (8) reasons for the termination of the former CEO. The eight reasons `iWitness news' reported in the public domain were quoted as follows:

1. "We consider there to be a mismatch between his management style and the spirit and needs of GECCU as a member-owned organisation. And there is a general failure to consistently carry out the duties as outlined in paragraphs 3 and 4 of the job description" and that there had been "repeated complaints from members that they have not been able to feel your presence in the management of the organisation".

6.2.2 Bro. Joel Poyer asked the President to verify if he referred to the letter the Board sent to the former CEO.

6.2.3 The President, Bro. Sayers, responded that the material facts of both documents seemed the same based on what he saw.

6.2.4 Bro. Poyer asked how did the letter get into the public domain. The President responded that the question was a pertinent one and that he would also like to find out the answer to it as well.

6.2.5 The Chairman, Bro. Harvey Farrell, commented that it was not for members to find out how the letter got into the public domain. It was to determine whether the former CEO was dismissed according to the Protection of Employment Act.

Further reasons related to:

2. “The work environment, staff cohesion and team spirit have not been enhanced or maintained during your tenure amid internal and external lapses in communications. Lack of responses to emails and phone calls from staff and members of the Board of Directors. These issues have given the impression that you are either unaware of or reluctant to address concerns which have affected staff morale, performance and health, and the overall well-being of the organisation."

3. “The President and Board have not been sufficiently and consistently advised on pertinent matters as required and outlined in paragraph 19 of the Chief Executive Officer's job description."

4. “Representation of GECCU in its dealing with external bodies has been inadequate, and you appear to be reluctant to identify fully with GECCU and take advantage of the opportunities to enhance your knowledge of Credit Union. This is inclusive of interacting with key stakeholders as described in duties in paragraphs 28 & 29 of your job description. Overall, there is an apparent display of a lack of understanding of the culture of the Credit Union Movement and a reluctance to make the necessary adjustments."

5. “There continues to be a deficiency of the soft skills we are looking for in the management of a member-based organisation like GECCU."

6. “The issuance of correspondence to the Financial Services Authority on GECCU's behalf on 31st May 2023 contradicted the explicit directives of the Board of Directors.

7. “The affixing of the e-signature of the President to the above-referenced correspondence as outlined in bullet six without his prior knowledge and or consent."

8. “The lack of regret and tone of your letter addressed to the President and Board of Directors in response to their request for an explanation in reference to your actions outlined in bullets 6 and 8 of this correspondence."

6.2.6 There were extensive discussions on the eight reasons highlighted as published in `iWitnessed News', including:

6.2.7 Bro. Desmond Pompey said that it was unacceptable for someone to use the signature of another without his/her permission. He also commented that it appeared that the former CEO did not have the soft skills to work with a team. Bro. Desmond Pompey questioned how long did the Board recognise the problems and whether corrective measures had been taken.

6.2.8 In his response to Bro. Desmond Pompey, the President said that several discussions were held with the former CEO during his employment. He further emphasised that there was confidential information that the Board could not share.

6.2.9 Sis. Brenetta Dublin commented that using a person's signature without permission was a severe breach. She asked what internal measures or controls were in place at GECCU to ensure that, in future, the President's electronic signature was protected and who was the custodian of the President's electronic signature.

6.2.10 The President responded that he never gave his electronic signature to the General Employees Co-operative Credit Union. He stated that he had inadvertently placed his signature on his message to the AGM in a letter he sent to the former CEO in a Word format. His signature was then taken from that document and placed on a correspondence sent to the Financial Service Authority. The President further stated that there was no need for a protocol for his signature because he did not give an electronic signature for use by GECCU for any reason. Throughout his tenure, he physically went to the Credit Union to sign all documents.

6.2.11 Bro. Roderick Jones indicated that a discussion was not a warning. He referred to the Protection of Employment Act Section 9, which authorised termination with reasonable cause. Based on the reasons outlined, he opined that the only reason was the fraudulent representation of the President's electronic signature. Bro. Jones questioned if it was the first time the President's signature was used without his permission and whether a warning letter was issued to the former CEO.

6.2.12 The President replied that was a question he also asked. To his knowledge, that was the first time his electronic signature was used. He believed that the Board acted in the interest of the organisation and not as a personal vendetta or an attack on anyone but to ensure that the organisation was secured.

6.2.13 The President responded in the affirmative that a letter had been sent to the former CEO.

6.2.14 Former President of GECCU, Bro. Harold Lewis, said that as a former President, his e-signature was used on the financial statements of GECCU. He also stated that as former Chairman of the Nominations Committee, his e-signature was used in correspondence to the FSA. He was unaware that his e-signature was used as it was a practice of the organisation.

6.2.15 The President, Bro Michael Sayers, replied that he could not speak to Bro Harold Lewis' presidency, but during Bro Sayers' presidency, it was not the practice to use his e-signature.

6.2.16 In response to the question as to whether a performance appraisal for the former CEO was done. The meeting was informed that there was no written performance appraisal for the former CEO but that the appraisal was done verbally.

6.2.17 Sis Nelly Trent alluded to severe HR issues and asked whether an HR Department and policy existed. She felt that these issues would not have surfaced if there were an HR Department. Sis. Trent believed that the former CEO had challenges and there were grounds for termination which were not adhered to. However, she did not support the manner of the dismissal.

6.2.18 Bro. Joel Poyer commented that he saw the termination letter dated 6th June; the AGM had been on 8th June, and the former CEO was dismissed on 26th June, which prompted him to submit the petition. He felt that members should have been apprised at the AGM if there were an issue with the former CEO.

7. **Further Discussions**

7.1 Sis. Jouvanie Roberts thanked the Board for convening the Special General Meeting although the required number of signatures for the petition was not met. It showed transparency on the Board's behalf.

7.2 Sis. Nikeisha Williams felt that the meeting was a waste of time as the information presented by the Board was already in the public domain and no new information was shared. Notwithstanding, she appreciated that the meeting was convened. The sentiments were endorsed by Bro. Philbert John.

7.3 In response to a question as to whether there is an acting CEO, the President responded that Sis. Maxine Johnney was the acting CEO. He noted that the process for recruiting a CEO had started and that the position will be advertised.

7.4 Bro Aubrey Burgin enquired if the in-house Counsel had resigned. Director Bro Kelvin Pompey replied in the affirmative; he indicated that former in-house Counsel, Bro. J-Lany Williams resigned to take up private practice.

8. **Closing**

8.1 The Chairman, Bro Harvey Farrell, commended the members who had put forward the petition and expressed that democracy at GECCU was alive. He thanked members for entrusting him to preside over the meeting.

8.2. The meeting ended at 6:49 p.m on a motion moved by Sis Nikeisha Williams and seconded by Sis Ann Miller-Alexander.

GECCU LTD

General Employees' Co-operative Credit Union Limited

GECCU RIVER-14 RECREATIONAL PARK

GECCU was acutely aware of the importance of River-14 to the socio-economic fabric of the South Rivers Community and as such, the credit union embarked on a mission to further develop the area. A decision was made to purchase one and a half acres of surrounding lands for the creation of a recreational facility in collaboration with the Global Environmental Fund (GEF) and other local partners. After two years of construction, the facility was completed in November 2021 and officially opened in March 2022. The park boasts a pavilion, kitchen, gazebos with built-in fire pits, bathroom facilities as well as spacious parking. It is the perfect venue for family outings, picnics, birthday parties and weddings.









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Serving Officers

58th ANNUAL GENERAL MEETING
of the
GENERAL EMPLOYEES' CO-OPERATIVE CREDIT UNION LIMITED (GECCU)

SERVING OFFICERS 2023/2024
TO THE 58th ANNUAL GENERAL MEETING

BOARD OF DIRECTORS

Bro. Michael Sayers	President
*Hugh Colin Sam	Vice President
Bro. Linus Goodluck	Secretary
*Sis. Cecelia J. Williams	Treasurer
*Bro. Philmore Isaacs	Director
Bro. Kelvin Pompey	Director
Bro. Renato Gumbs	Director
Bro. Endall Johnson	Director
Bro. Meriah Samuel	Director

CREDIT COMMITTEE

Bro. Cecil Jackson	Chairperson
Bro. Dougal Allan	Vice Chairperson
*Sis. Gemma Mc Cree	Secretary
*Sis. Noretta John	Member
*Sis. Chiaka Bowman	Member

SUPERVISORY & COMPLIANCE COMMITTEE

Sis. Yolande Barbour	Chairperson
Sis. Gatlin Roberts	Secretary
Sis. Louisa Martin-James	Member
*Sis. Marcelle Burgin	Member
*Sis. Joeleen Doyle	Member

(*) Indicates members due to retire at this meeting

NOTES

Miss SVG Community Service Projects!



Miss Grenadine House – Letiesha Barbour
The Inspiration Economy



Miss JCI St. Vincent – Tara Richardson
The White Economy



Miss Coreas ACE Hardware –
Simesha Millington : The Silver Economy



Miss Metrocint General Insurance Ltd –
Denicia Boatswain : The Black Economy



Miss Massy Stores Ltd – Arena Foy
The Blue Economy



Miss Flow – Nia LaBorde
The Golden Economy



Miss Play 4 – Deana Fairbairn
The Orange Economy



Miss National Lotteries Authority –
Trina Hooper : The Green Economy



Miss Intransit Exports –
Royesha Telemaque : The Purple Economy

Putting Members First!

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