



The Adventist Credit Union Ltd

ANNUAL GENERAL MEETING

(for year 01 October 2017 - 30 September 2018)

held on

Sunday 10 February 2019 (2.00pm – 5.00pm)

**Holloway Seventh-day Adventist Church
381 Holloway Road, Holloway,
London N7 0RN**

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SECTION 1 – AGM AGENDA

AGENDA

1. Welcome and Opening Prayer
2. Devotion
3. Minutes of AGM held on 11 March 2018
4. Chairman's Report
5. Treasurer's Report
6. Approval of Audited Accounts
7. Standing Committee Reports:
 - Secretariat
 - Credit Committee
 - Complaints Officer
 - Compliance Officer
 - Marketing Officer
 - SCV Officer
 - Training Officer
 - IT Officer
 - Chaplaincy
 - Membership Services Officer
 - Supervisory Committee
 - Money Laundering Reporting Officer
 - Delinquent Loans Officer
 - Credit Union Solutions
8. Appointment of External Auditors for the accounting period 2018/2019
9. Appointment of Board for 2018/2019
10. Presentation of the Board
11. Policies and Procedures Document
12. Any Other Business
13. Closing Remarks. Theme Song. Closing Prayer
14. Refreshments

**SECTION 2 – MINUTES OF AGM
(11 MARCH 2018)**

**MINUTES of
THE ADVENTIST CREDIT UNION
ANNUAL GENERAL MEETING
Held at Holloway SDA Church
On Sunday 11 March 2018, 2.30pm – 5.30pm**



Present:-

K Davidson (Chair/CUS), A Cameron (Vice-Chair/IT Officer), Pastor A Campbell (Chaplain), A Officer (Complaints Officer/Compliance Officer), V Davidson (MLRO/Chief Cashier), V Wilson-Hart (Cashier), J Alexis (Chair of Credit Committee), R Smith (Chair of CUS), D Joseph (Contract Marketing Officer/SCV Officer, Asst Training Officer), R Cunningham (CUS), J Alexander (Credit Committee), M Toy (Supervisory Committee), A Kidd, S Sorhaindo, K Gyimah, H Stevenson, M Wedderburn, I Johnson, I Agyei, D Castello, S Simon, M Howe, J Watson, G Charlery, N Punter, W Rodney, B Hodge, C Jones, D Uhuka, H Edwards, A Wedderburn, D Davidson

Visitors: None

Secretariat:

J Cameron

Apologies:

M Rodney
E Campbell
C McDonald

1. Welcome/Opening Prayer/Adoption of AGM Agenda

K Davidson welcomed all attendees to the 30th Annual General Meeting, and gave the opening prayer.

VOTED: To adopt the Agenda shown on page 4 of the ACU AGM Booklet for year 1 October 2016 – 30 September 2017, subject to the discretion of the Chair on any variations to be made.

2. Devotion

Devotion was conducted by Pastor Campbell, who encouraged all members to give flowers to their mothers and loved ones and show appreciation to them before they die. Let us love our families, cherish them and treat them well while they are still alive.

Matthew 7:13,14 – Jesus tells us to enter through the narrow gate.

One prime minister talked about the Third Way. As Christians we don't believe in a third way. When we sin we are devil-possessed. When we do something wrong; or are unkind we are devil-possessed. The story is told of a soldier in the American civil war who decided

not to take sides. So he wore a Yankee shirt and Confederate trousers as his uniform. The result was he was shot by both sides for trying to sit on the fence. Taking the broad road puts us in company with a large group and our companions are put there by Satan. It is the Holy Spirit who fits us to go through the narrow gate. The devil says it is impossible to keep God's laws, but the Second Adam used the strength of the Holy Spirit to overcome. The Holy Spirit is still available to us today and so we have no excuse. There were two trees in the centre of the Garden of Eden: the Tree of Life and the Tree of the Knowledge of Good and Evil. For Adam and Eve there were only two ways: to obey God or eat from the second tree. If we travel on the broad road we are choosing to obey a liar, cheat and murderer, Satan. And this road leads to destruction. The story is told of a man who decided to visit both hell and heaven to see where he would spend eternity. He visited hell first and found beautiful green lawns, nice music and food. Then he went to heaven and found rules and regulations there. He decided to go back to hell for it was more pleasant there, but found no beautiful lawns, music or food. When he asked what had happened he was told 'Yesterday was open day.' Choose the narrow path; it leads to righteousness. There are rules and regulations but they are for your benefit. We can accomplish all things through Christ who strengthens us.

Devotional prayer was offered by Pastor Campbell.

3. Minutes of Annual General Meeting (AGM) held on 26 February 2017

The secretary read through the Minutes of the AGM held on 26 February 2017.

VOTED: To adopt the Minutes of the AGM held on 26 February 2017 as a true record of the meeting.

4. Chairman's Report

(A Cameron assumed the role of Chair for items 4,5 and 6)

K Davidson highlighted the credit union's mission, economic indicators, savings, membership developments, and his commendations to the departments. K Davidson emphasised the need to enrol more members into the credit union. K Davidson explained the 'professionalisation' of the credit union which describes the ACU operating at a higher, more professional level with contracted workers who are able to devote more time and qualified service to the work of the credit union.

It was suggested from the floor that the new ACU website should be linked to social media accounts such as Twitter and Facebook in order to target young people.

VOTED: To adopt the Chairman's report for 2016/17.

5. Treasurer's Report / Reserves Recovery Workgroup (RRW) Report

K Davidson directed the members through the Quarterly Report for July – Sept 2017.

Discussion followed on the substantial Bad Debt Provision within the report. K Davidson explained that the credit union takes very seriously the need to tackle the present amount of delinquents. The Board is bringing in measures to bring down the number of members who are not repaying their loans in line with their agreed payment schedule.

VOTED: To adopt the Treasurer's Report / RRW Report for 2016/17.

6. Approval of Audited Accounts

K Davidson presented the 2015/16 Audited Accounts.

K Davidson explained that the 2016/17 Audit Report will be presented at a future General Meeting.

VOTED: To adopt the Audited Accounts (2015/16)

7. Standing Committee Reports

The following reports, as shown in the AGM Booklet 2016/17, were presented to the meeting, as read:

- **Secretariat**

The secretary reminded members to use their membership numbers as the reference on all payments to the credit union, and in all contact with ACU staff. Their membership number is their unique identifier and will safeguard payments from going into wrong accounts.

- **Credit Committee**
- **Complaints Officer**
- **Compliance Officer**
- **Marketing and Communications Officer**

The Marketing Officer promoted the Community Development Conference taking place on Sunday 18 March 2018 at the Arc Centre in Islington. At the conference there will be presentations, a book launch, two complementary books written by K Davidson and J Alexis, and lunch, all included in the ticket price of £30.00.

- **SCV Officer**
- **Training Officer**
- **Information Technology Officer**

A Cameron presented the new website to the meeting which will be uploaded shortly. Members were encouraged to use the site to make on-line membership and loan applications, and view their ACU accounts.

- **Chaplaincy**
- **Membership Services Officer**

The secretary drew attention to the relatively small amount of new members gained in 2016/17. The secretary asked members to take every opportunity to give good reports of the credit union to their family and friends. The ACU FAQ sheet can be obtained from the secretary for members to take to their church boards to educate them on the work of the ACU.

- **Supervisory Committee**
- **Money Laundering Reporting Officer**
- **Delinquent Loans Officer**
- **Credit Union Solutions**

VOTED: That each of the above Standing Committee Reports be adopted.

8. Appointment of External Auditors for the accounting period 2017/2018

VOTED: To retain Lindley Adams (Chartered Accountants and Auditors) as Auditors for the ACU for 2017/2018.

9. Appointment of Board for 2017/2018

The proposed Board Officers for 2017/18 were read out to the membership.

VOTED: To elect the proposed personnel to serve as Board officers for 2017/18.

10. Presentation of the ACU Board

Board Directors for 2017/18 are:-

- June Alexis
- Anthony Cameron
- Joanne Cameron
- Arthur Campbell
- Keith Davidson
- Velma Davidson
- Carlton McDonald
- Alfred Officer
- Martin Rodney
- Roy Smith
- Veronica Wilson-Hart

11. Policies and Procedures Document

VOTED: To adopt the ACU Policies and Procedures document (version 3 – February 2018).

VOTED: To record appreciation to the secretary for her hard work in preparing the ACU Policy Document.

12. Any Other Business

None

13. Closing Remarks/Closing Prayer

The meeting adjourned at 5.30pm. Closing prayer was given by A Officer.

14. Refreshments were served.

MINUTES recorded and written by J Cameron

Chairman..... Date.....

Secretary..... Date.....

SECTION 3 – CHAIRMAN’S REPORT

ACU CHAIRMAN'S REPORT FROM 01 OCTOBER 2017 - 30 SEPTEMBER 2018

Chairman:

Keith Davidson

Introduction

On behalf of the board of directors I extend a very special welcome to all ACU shareholders and invitees to this the 31st Annual General Meeting (AGM) of the Adventist Credit Union Ltd. The current directors for ACU are:

Dr June Alexis
Mr Anthony Cameron
Mrs Joanne Cameron
Mr Arthur Campbell
Dr Keith Davidson
Miss Velma Davidson
Mr Alfred Officer
Mr Martin Rodney
Mr Roy Smith

In this report I shall comment on: (1) ACU's long term strategic vision; (2) the global and national economic conditions in which ACU is operating; (3) ACU's performance against the current goals set out in its business plan; and (4) the impact of the professionalisation of ACU.

ACU has an important strategic role in seeking to improve the economic position of our community, in furtherance of the ACU mission of commitment to COMMUNITY BUILDING. Thus, the ACU's strategic role can be summarised into three broad specific social aspirations:

1. To contribute towards the '**reduction of poverty**' (including economic, social and educational disadvantages);
2. To provide '**community leadership**' for economic growth within the community, through the development of collective financial resources, support for entrepreneurial initiatives and supporting investment in personal and professional development; and
3. To be at the forefront of '**championing the establishment of social capital institutions**' within the community.

The ACU Vision

First, regarding the **reduction of poverty**, ACU's achievement in this area can be judged by the fact that members' share balances stand at £649,000 for 2018 in contrast to £602,000 for 2017. In addition, loans granted in 2018 reached a total of

£138,000. These were for things such as property acquisitions, emergencies (death and illnesses), travel, rescheduling of existing loans, education fees, etc. However, whilst on this aspect of ACU's business we can be happy that we are realising this vision; ACU must seek to develop meaningful collaboration with community groups that are involved in addressing social, economic and educational disadvantages, as contributing factors to poverty.

Second, in respect to **community leadership**, the continuing work of ACU, as a community financial institution, is meeting this aspiration. The year (2018) saw the continuation of monthly motivational presentations designed to inspire members to embrace the concept of self-determination, as part of their life goals. Nevertheless, the ongoing challenge for ACU is to formulate and roll out a systematic programme for supporting personal development, both within and without its membership base. This could be in the fields of leadership training, business management skills, assisting in developing business plans for members and others in the community, and providing training in practical communication and basic IT skills.

Third, with respect to **championing the establishment of social capital institutions**, ACU is beginning to establish meaningful and realistic partnerships with other community initiatives/groups such as KAD Publishing and The Good Health for Africa Project.

My report will now briefly survey the present economic conditions in which we operate.

Economic conditions

With the slowing of growth in China, OECD countries and emerging economies, it is predicted that not only will global economic growth decline from 3.2% (presently) to 3.1% in 2019, but economists are also predicting that an economic recession is gathering pace and could hit the global community within a couple of years. In Europe, growth is predicted to fall from 1.9% to 1.6%. In the UK growth is estimated to be at around 1.5%, inflation at about 2.0%, but the £ may continue to fall in value. What does this mean for ACU members? It is likely that ACU can continue to be an important economic and financial support platform to its members in a very uncertain economic climate. This strengthens the argument for members to continue to increase savings in their share accounts, and encourage relatives and friends to become members of ACU.

With respect to Brexit the government's own assessment states that in the first scenario, with 'no deal', UK economic growth would be 8% lower over the next 15 years than currently projected. In the second, a comprehensive free trade agreement with the EU, growth would be 5% lower. In the third, with Britain remaining Norway-style in the European Economic Area, growth would be lower by 2%. Thus, hard times could be coming to us all.

ACU Business Plan

2018

The target of a 10% growth was not achieved. Thirty-four new members joined but 15 accounts were closed due to reasons such as migration, death and inactivity.

Whereas the target for average shares per person was £650 for 2018, the actual outcome was £812. This is a significant increase.

The target for income from loans was £80,000 and the actual result was £47,000.

Finally, the goal for total ACU assets for 2018 was projected at £700,000. However, the actual figure for the year was £780,000.

The Five Year Business Plan Targets

Membership growth

Year	2018	2019	2020	2021	2022
Percentage growth	10%	10%	10%	10%	10%

Average shares per member

Year	2018	2019	2020	2021	2022
Amount	£650	£750	£900	£1,000	£1,100

Income from loans

Year	2018	2019	2020	2021	2022
Amount	£80,000	£90,000	£100,000	£120,000	£140,000

Total Assets

Year	2018	2019	2020	2018	2019
Amount	£700,000	£800,000	£900,000	£1,000,000	£1,100,000

Professionalisation of the ACU operation

In last year's report, I reminded members that for almost 30 years ACU operated on a voluntary service basis. Much thanks were given to the founding fathers/mothers of ACU and the army of volunteers for their contribution to the development of ACU.

The new professional ACU structure consists of:

1. The board of directors responsible for the strategic operations of ACU.
2. A part-time contract administrator responsible for the day-to-day operations of ACU, in the person of Mrs Joanne Cameron, working closely with the ACU administrative team.
3. Miss Donna Joseph operating as a part-time contract marketing officer, responsible to the board for marketing ACU systematically to the Seventh-day Adventist membership and delivering aspects of the business plan targets.
4. The ACU administrative team, consisting of the chairperson, vice-chairperson, the contract administrator, the contract marketing officer, and the chair of the credit committee. The administrative team is responsible for the implementation of monthly board actions and the business plan.
5. A final aspect of the professionalisation of the ACU was the contracting out of the ACU accounting functions to Lindley-Adams Ltd, since July 2017.

I am delighted to report to members that as a result of these new strategic developments significant improvements have been achieved in 2018. Some of these are:

- On time submission of Quarterly Returns and Annual returns to the FCA
- On time submission of quarterly results and payments to UKCU
- The elimination of delays in loan and share withdrawal pay outs to members
- Systematic management of delinquents
- Significant reduction in bad debt provisions
- On time production of the Audited Report for 2018

Conclusion

First, I would like to thank all board members, departmental colleagues and volunteers for their great commitment to the work of ACU. Without your endeavours ACU would not have made the progress realised in 2018. Second, I must express appreciation to our members for their continuous support of the organisation, its vision and goals. Third, thanks to the Holloway Seventh-day Adventist Church for allowing the use of its premises for ACU monthly meetings, called meetings and the hosting of our AGM. And of course, thanks be to God, for without Him we would not have achieved the accomplishments made in 2018,

Keith Davidson
February 2019

**SECTION 4 – SECRETARIAT/
COMPANY ADMINISTRATOR REPORT**

ACU SECRETARIAT AND COMPANY ADMINISTRATOR'S REPORT FROM 01 OCTOBER 2017 - 30 SEPTEMBER 2018

Secretariat / Company Administrator:

Joanne Cameron

During the reporting period the ACU Board took the decision to appoint the secretary to the additional role of Company Administrator. This has allowed development in various areas of the credit union's operations. For example, the Administrator is responsible for the following:

- Share Withdrawal process;
- Preparation of accounts for inputting;
- Payments out;
- Involvement in the Delinquents process;
- Purchasing;
- Involvement in compliance issues;
- Researching new Suppliers;
- Bank liaison.

New ACU Website

The secretariat provided all information and format for the new ACU website. This necessitated the change of website address to www.adventistcreditunion.co.uk, and our email address to info@adventistcreditunion.co.uk.

New Membership Cards

The Board made a decision to phase out the ACU blue membership passbooks. This will enable members to receive up-to-date information on their account balances through either viewing their accounts on-line, or contacting the ACU office to request a Statement of Accounts. Also, Statements will be sent out annually to all members with the Annual General Meeting notification letter.

As a member identifier, the blue books have been replaced by membership cards which show the member's name, membership number, and ACU contact details. These cards are credit card sized and fit nicely into wallets and purses. Members have been instructed to keep their membership card safe and close to hand, and use it as their unique identifier at ACU meetings.

Organisation of Business Meetings

At the monthly General Meeting business session, work stations and queuing areas have been set up in order to better serve our members. This new way of providing business services is working well; allowing members to be dealt with in a more efficient manner.

General Meeting Presentations

The secretary is responsible for engaging presentation speakers for the monthly General Meetings. These have proved very popular with our members. Any members wishing to make a non-sales presentation should contact the secretary on 07930 854730.

Collection Meetings

During the reporting period two satellite Collection Meetings are continuing to operate at Hanwell and South East London SDA Churches. These meetings enable members who live in the West and South of London to conduct business with the credit union on a monthly basis outside of the main General Meeting. It is hoped further Collection Meetings can be set up shortly in Reading and North England.

Office Hours

As the ACU presently does not have a shopfront office, most of its business is conducted over the phone or via email. Therefore the ACU office is pleased to receive calls and emails in order to provide an effective service to its members. However, please be aware that the office is open from 9.00am – 6.30pm from Monday to Friday (but not during Sabbath hours). Also ACU staff will not be available during the normal Bank Holidays. On occasion, the secretary will contact members in the evening in order to reach those not available during the day time. However we would ask that our members respect our working hours. We will endeavor to answer all phone and email messages received outside hours, as soon as possible on the next working day.

Membership numbers

The secretariat is aware that in order for the credit union to grow and develop it must increase its membership. So while we seek to make presentations at churches that open their doors to us, the main source of new members is through our existing members promoting the ACU to their family members and friends. Therefore if your children and/or grandchildren are not credit union members, please consider inviting them to a General Meeting, so they can see the wonderful service we provide.

GDPR process

The European General Data Protection Regulations were introduced during the reporting period. This necessitated work by the secretariat in updating all ACU documents, and posting the new policy in the ACU Policy and Procedures document. GDPR ensures the safety and confidentiality of all personal data submitted to us by our members. Members remain in control of this data and must stipulate how we are able to use their details.

Change of details

A weakness in our system is the ability to keep up-to-date members' records. We must depend on our members to inform us when their name or contact details change. We will continue to remind members of the importance of letting us know of personal data amendments.

Future Plans

The secretariat is committed to achieving a paperless system for the keeping of members' records. This will involve the scanning of all paper documents into its cloud system which will aid security and confidentiality, and increase efficiency in

the retrieval of data. It is hoped the scanning of documents can begin during 2018/19.

Conclusion

It is certainly a privilege to work for the Adventist Credit Union which differs from other financial institutions because it is God-led. We don't always get everything right, but we do seek God's guidance in everything we do, and conduct our business in line with Christian principles.

We exist to help those who find themselves in financial difficulty, and we do this using our own funds. Therefore, we definitely come under the heading of 'People helping People'. The secretariat/company administrator is proud to be a part of this organisation.

Joanne Cameron
January 2019

SECTION 5 – CREDIT COMMITTEE REPORT

ACU CREDIT COMMITTEE REPORT FROM 01 OCTOBER 2017 – 30 SEPTEMBER 2018

Chair:
Committee Members:

June Alexis
Anthony Cameron
Stanford Simon

The financial year 2017 to 2018 was a good year for the Credit Committee, despite the fact that both nationally and globally, there is still an unpredictable economic and financial climate prevailing. This has affected some of our members, especially as the inequality gap widens in society. However, the majority of loan requests were granted during the year.

During the financial period, members who applied for a loan were aware that they had to have at least one-third of the amount they want to borrow in their share account. No loans were granted on a member's capacity to repay a loan. The members of the Credit Committee encouraged members to save on a regular basis with ACU, whether they have an existing loan, intend to take out a loan in the near future, or do not anticipate needing a loan in the immediate future.

Categories for Loans

There are four different types of loans granted by ACU:

- **New Loans**

These are: (i) a current member's first loan application, and (ii) a current member who requests a new loan after a previous loan has been repaid in full.

- **Additional Loans**

This is where a loan applicant has an existing loan and requests an additional loan. The additional loan will only be granted if the member is up-to-date with his/her current repayments. The present loan and the additional loan are then consolidated and the loan applicant asked to decide whether the period of the loan should remain the same or be extended in order to make the repayments more manageable.

- **Rescheduled Loans**

Where a loan applicant is unable to continue repaying the monthly amount of his/her loan, the Credit Committee will make arrangements to reschedule the monthly repayments to a more manageable sum. For example, the loan might have to be spread over a longer period to reduce the current monthly repayments.

- **Emergency Loans**

In extenuating circumstances, a loan may be needed urgently by a member, such as in the case of a death or illness in the family, where the member may have to travel abroad. The loan application for an emergency loan may be made directly to the Chair of the Credit Committee.

Mandatory Documentation for Loan Requests

The documents required to be submitted if a member wishes to apply for a loan are as follows: 1) a loan application form; 2) a loan agreement form; 3) a standing order mandate form; 4) a standing order declaration; 5) three months' current pay slips; 6) three months' current bank/building society statements.

The first three documents must be completed accurately with all the relevant information, otherwise a loan request will be delayed until the forms are correctly prepared. The fourth document must be read carefully and signed by the loan applicant. Pay slips and bank/building society statements are needed by the Credit Committee to assess the loan applicant's financial circumstances to ensure that the member has sufficient income to repay the loan.

All these documents are required for a loan request; whether it is a new loan, an additional loan, a rescheduled loan, or an emergency loan; as ACU does not carry out credit checks on members. Therefore, a loan request cannot be considered where a loan applicant has failed to provide all the relevant documents listed above.

The quickest way to apply for an ACU loan is for the applicant to attend an ACU monthly meeting, where a member of the Credit Committee will assist him/her in completing the loan forms. It would also be helpful if the applicant photocopied their bank/building society statements and pay slips, and presented both the originals and photocopies at the meeting.

Loans requiring a Guarantor

At times, when a loan application is made, the Credit Committee or ACU Board of Directors may decide that a third party will have to act as a guarantor in order for a loan to be approved. Only an ACU member can be a guarantor, and s/he must sign the guarantor's section on the Loan Application Form before the loan can be granted. Furthermore, the guarantor will not be able to withdraw from his/her ACU account the loan amount under agreement, until the amount borrowed has been repaid in full.

Binding Agreement

ACU members must be aware that there is a binding agreement between ACU and all its borrowers. As a result, borrowers must inform the Credit Committee immediately if they find themselves in financial difficulties and need to enter into a more manageable arrangement to continue repaying their loans. The Credit Committee will do everything in its power to support members during such difficult periods, and will offer alternative methods to ensure that the member does not become a delinquent borrower.

Reasons for Unsuccessful Loan Applications

On occasion, the Credit Committee will not be able to accept certain loan application requests. Reasons for loan applications being rejected are as follows, if: (i) the loan applicant has not been a member of ACU for at least six months; (ii) the share balance in the member's account is insufficient to grant the loan; (iii) the evidence from the documents submitted indicates that the member does not have the financial capacity to repay the loan; and (iv) the loan applicant has defaulted in repaying a loan and, as a result, is on the ACU delinquents list.

The unsuccessful loan applicant will be given an explanation either verbally or in writing as to why the loan request cannot be granted.

Loan Information for the Financial Year 2017-2018

For the financial period from October 2017 to September 2018 the transactions information is as follows:

1. Twenty-eight loans were requested by members, ranging from between £877.40 to £21,000.00.
2. The total value of loans taken by these members amounted to £137,837.00.
3. This is a reduction of £45,679.79 on loans borrowed by members in the previous financial year 2016-2017.
4. Total Interest generated on loans amounted to £46,797.00.
5. There were five requests for Additional Loans to consolidate with a current loan balance. All of these additional loans were granted.
6. Five loans were rescheduled during the financial period.
7. The amount of loans repaid during the financial year was £168,038.00.
8. The amount of loans advanced to members to-date is £499,572.00.

Confidentiality

All information received from loan applicants is held in the strictest confidence by the members of the Credit Committee.

Conclusion

All ACU Credit Committee members will make every effort to continue to serve the ACU community. We will be committed and work hard to the best of our ability to further ACU's work for the benefit of its membership.

I would like to personally thank the other Credit Committee members for their work, especially Anthony Cameron. In addition, sincere gratitude is extended to the ACU

Chair, Keith Davidson, for the continued expert advice he has given to the Credit Committee.

The Credit Committee hopes that the good Lord continues to bless, guide and protect the ACU in the services it provides to its membership community as it aims to strive to be one of the best credit unions in the UK.

June Alexis
January 2019

SECTION 6 – COMPLAINTS OFFICER REPORT

ACU COMPLAINTS OFFICER REPORT FROM 01 OCTOBER 2017 - 30 SEPTEMBER 2018

Complaints Officer:

Alfred Officer

The ACU receives very few formal complaints. This is mainly due to the quick response of the credit union officers and volunteers who seek to solve issues that arise with our members, as quickly and efficiently as possible.

When members inform us of their dissatisfaction with the credit union, we seek to first of all listen carefully to the member, give them space and time to express their feelings, and then gather all information on the issue raised. We find that members are interested in having the problem resolved, rather than in making a formal, written complaint. So if we can bring about a resolution to the verbal complaint, and mend the relationship between the credit union and the member, the member leaves happy and ready to rebuild trust with us.

During the reporting period the ACU received one formal complaint from a member. This complaint was extensively investigated by the Complaints Officer and judged to be unfounded.

The credit union is not a perfect organisation. We will make mistakes in our operation but it is our intention to give the best customer service we possibly can, so that our members feel well looked after. We ask the membership to be patient with us as we seek to serve them. If you have any queries about your ACU accounts or feel you have not been dealt with in a proper, professional or helpful manner, please contact us and inform us immediately. We will do our very best to assist you and put matters right.

If you wish to submit a written complaint you can download the ACU Complaints form from our website. Please complete and return it to us and we will endeavour to investigate the matter in a professional and efficient manner, keeping you informed of every stage of the process. The ACU Complaints process can be found in our Policies and Procedures Document which is available in hard copy or on our website.

We believe that a clear and transparent complaints process serves to foster a cohesive relationship between the ACU and its members. We trust our members will see themselves as partners with us as we strive to carry out our duties as Christians and servant workers.

**Written by J Cameron
on behalf of Complaints Officer
January 2019**

**SECTION 7 – COMPLIANCE OFFICER
REPORT**

ACU COMPLIANCE OFFICER REPORT FROM 01 OCTOBER 2017 - 30 SEPTEMBER 2018

Compliance Officer:

Alfred Officer

The role of the Compliance Officer is to ensure the credit union fulfils all legal and regulatory requirements required by the Financial Conduct Authority and the Prudential Regulation Authority, who work closely with the Bank of England, and who are the governing bodies of the ACU.

These organisations ensure the credit union is run lawfully, effectively and maintains financial viability. In order to do this they require compliance processes to be carried out such as up-to-date registration on the FCA website, the submission of quarterly accounts, the payment of quarterly contributions, and proof of adherence to the official credit union rules.

To assist us in adhering to these processes we are affiliated to the UK Credit Union Ltd (UKCU), a national trade organisation for credit unions. The UKCU is very helpful in providing useful information and support whenever we are in need of advice regarding compliance issues.

As a professional organisation it is imperative that the ACU is run lawfully. The FCA and PRA ensure we operate with openness and transparency. Although keeping in step with all the necessary regulatory requirements can prove cumbersome, we appreciate that in order to run a trustworthy organisation we must be vigilant in keeping in line and up-to-date with all we are required to carry out. The scrutiny from our regulators also serves to direct our own processes and practices.

**Written by J Cameron
On behalf of Compliance Officer
January 2019**

SECTION 8 – MARKETING AND COMMUNICATIONS REPORT

ACU MARKETING AND COMMUNICATIONS REPORT FROM 01 OCTOBER 2017 – 30 SEPTEMBER 2018

Marketing and Communications Officer:

Donna Joseph

The Adventist Credit Union (ACU) was permitted to join the exhibitors at the SEC annual Expo, at Newbold, in January 2018. This event was very effective in raising the profile of the ACU amongst many members of the various churches within and outside the London region. Many of the members with whom ACU conversed were unaware of the presence of a credit union operating within the conference.

Promotion of the ACU was conducted at the South East London SDA Church resulting in 12 new members.

During the month of June 2018, ACU was further able to attend and exhibit at the South England Conference (SEC) and North England Conference (NEC) camp meetings. Two members of the Southampton church, in the SEC, found an ACU information pamphlet which had been dropped on the floor and attended the monthly ACU members' meeting, in July, and joined the ACU. Follow-up meetings are continuing with the contacts made during the summer camp meetings, and promotional events have been planned for various churches in the winter months of 2019. Observations from two senior officers, at the NEC, gives us the hope that ACU will be favourably received within the NEC.

Members of the ACU continue to be our best marketers, and as such we are more than willing to work with our members either to facilitate or conduct promotions at their respective churches.

Thank you for seeing the blessings of being a member of the ACU.

Yours in Christian Service

Donna Joseph
December 2018

SECTION 9 – SCV OFFICER REPORT

ACU SINGLE CUSTOMER VIEW REPORT FROM 01 OCTOBER 2017 – 30 SEPTEMBER 2018

SCV Officer:

Donna Joseph

The Single Customer View (SCV) ensures that all data on any ACU member is stored in, and consolidated into, one single record on the ACU database. The purpose of keeping this record is to ensure that the Financial Services Compensation Scheme (FSCS) will be able to make accurate and speedy pay outs to members should the ACU close down. The keeping of an SCV is a legal requirement for all credit unions.

On Tuesday 10 April 2018, the FSCS requested the submission of the SCV file, as part of its monitoring process. ACU was able to submit the file within the 24-hour stipulation period. On Monday 21 May 2018, the Chair, Secretary and I spoke with the FSCS' Senior Verification Analyst to discuss its observations of the submission process. A few corrections were requested, such as the preferred format of the SCV file in order for it to be favourably received.

Notably, the submission exercise proved that ACU is in a position to produce and deliver the SCV file within the stipulated 24-hour period, as required by the FSCS and the Prudential Regulation Authority (PRA).

The quality of our SCV is greatly assisted by members informing the Secretariat of change of title, name, address, telephone and email address.

The SCV team looks forward to working for, and with you, during the 2018–2019 period.

Yours in Christian Service

Donna Joseph
December 2018

SECTION 10 – TRAINING DEPARTMENT REPORT

ACU TRAINING DEPARTMENT REPORT FROM 01 OCTOBER 2017 - 30 SEPTEMBER 2018

Training Officer:
Assistant Training Officer:

Joanne Cameron
Donna Joseph

Unfortunately, the Training department was unable to implement the following proposed programmes during the reporting period:

- Arranging a training seminar for Board officers on 'CRED'
- Arranging a training seminar for Board officers on 'The UKCU Rule Book'
- Arranging a training seminar for Board officers on 'The SCV File'
- Arranging a training seminar for appropriate Board officers on 'Simple Accounting'

This was due to the person asked to carry out this training, being unavailable. It is hoped these training seminars can be carried out during 2019/2020.

The Training department has concentrated on engaging new Cashiers to add to the Cashier team. This was necessary as the ACU is now running two new satellite Collection Meetings at Hanwell SDA Church and South East London SDA Church. Therefore new Cashiers were needed.

In addition, during the reporting period, two new Cashiers were engaged to work during the main monthly business meeting at Holloway SDA Church. Unfortunately, only one of these could be trained due to the unavailability of the other new cashier. However, a Board Officer was also trained, and is now serving as Cashier both at Holloway Church and Hanwell Church Collection Meetings.

The Cashiers are trained on the BACUS cloud computer system which eliminates the previous paper system. Using BACUS enables the collection of funds to be posted immediately into the ACU computer accounts.

The Training department makes sure all job descriptions are kept up-to-date with each credit union role. This year a new job description was created for the Contract Marketing Officer, which was a new post, and the ACU Chair has met with this new credit union worker on several occasions to apprise her of the requirements of her role.

One of our goals for 2018/19 is to carry out retraining sessions with Board officers to ensure they are fully conversant with their role and its requirements.

The Training department will continue to liaise with UK Credit Unions Ltd (UKCU) to find appropriate training programmes for ACU workers. We believe that proper training will enhance the service we give to our members.

Joanne Cameron
January 2019

SECTION 11 – INFORMATION TECHNOLOGY OFFICER REPORT

ACU Information Technology Officer's Report From 01 October 2017 - 30 September 2018

Information Technology Officer:

Anthony Cameron

I am pleased to report that the normal day-to-day operation of the IT cloud system, BACUS, used by the credit union, has worked well during the course of the reporting year. BACUS is available for use by ACU staff throughout the day and night (24 hours, 7 days per week), which allows us to conduct business effectively and efficiently for our members. BACUS enables up-to-date and confidential record keeping, and accounting processes. It also links to our website (www.adventistcreditunion.co.uk) enabling members to view their ACU accounts on-line. We would like to thank Conaccess Ltd who provide the BACUS service.

We continue to send out phone text messages informing members of our regular meetings and any information for members' urgent attention. It is therefore important that members inform the admin team of any changes to their mobile or landline telephone numbers. This ensures the text messages are sent to the correct numbers.

Our new website is fully functional and contains our ACU forms, essential information, our policy document, loan calculator and more.

In our attempt to further streamline our processes, you will have noticed that we are phasing out the old membership passbook. This is to bring us in line with other financial institutions. We would encourage members to register on the ACU website in order to view their ACU accounts on-line. Or, of course, you can call the ACU office which will be only too pleased to give you your account details.

We recognise that an on-line payment system for members is the way forward for the ACU. However, as there is a cost element to introducing this facility, the credit union will need to grow and develop in order for this to become a reality.

We have not made any additional hardware purchases during the year. This is a further indicator that we are keeping our costs down to a minimum. We will however continue to seek to introduce the latest technological solutions in order for the ACU to be efficient and effective to its members.

We will also continue to seek other ways of making our organisation more relevant. For example, during 2018/19 we will endeavour to increase our social media profile in order to boost our on-line presence.

Anthony Cameron
January 2019

SECTION 12 – CHAPLAINCY REPORT

ACU CHAPLAINCY REPORT FROM 01 OCTOBER 2017 - 30 SEPTEMBER 2018

Chaplaincy:

Pastor Arthur Campbell
Anthony Cameron
Martin L Rodney

The Chaplaincy team must report that unfortunately Martin Luther Rodney is still unwell and has been unable to function in his role as Associate Chaplain during the reporting period. However, we acknowledge his invaluable contribution to the work of the credit union over the years, and his ministry as part of the Chaplaincy team. We pray that God will continue to bless both him and his family.

We thank God for taking the ACU through another year with all its challenges.

The credit union is a Christian body and we therefore practice beginning all our meetings with prayer and a short devotion, conducted by a member of the Chaplaincy team, using the bible as our reference point. We do this to ensure that God is made the very centre of our business, because without Him the ACU will not prosper. The ACU Board is made up of officers with different characters and personalities: we therefore need God's guidance throughout its meetings, and our general meetings similarly need His leading. So the Chaplaincy team is very careful to point attendees to God at the beginning of each gathering.

Here are some devotion topics used throughout the year:

- The bond of the Blessed Hope – John 3:16
- We have nothing to boast of – Jeremiah 29:23-24
- Think of good and positive things – Philippians 4:8
- Let us love one another – 1 Corinthians 13
- Not by might – Zechariah 4:1-7

Our devotions enable us to recognise that we are all one in Christ Jesus; no-one is better than another. Therefore, we are here to help and support each other and work towards ensuring that God's will for the credit union is achieved.

It is our prayer that as we meet to conduct the business of the ACU, the love of Jesus will be seen in us as we interact with each other.

Anthony Cameron
January 2019

**SECTION 13 – MEMBERSHIP
SERVICES REPORT**

ACU MEMBERSHIP SERVICES REPORT FROM 01 OCTOBER 2017 - 30 SEPTEMBER 2018

Membership Services Officer:

Post Vacant

Membership Statistics for 2017/2018

New Adult Members		New Young Members		Number of Accounts Closed		Members Deceased	
34	<i>Increase of 16 on 2016-17</i>	4	<i>Decrease of 5 from 2016-17</i>	15	<i>Increase of 6 on 2016-17</i>	2	<i>Decrease of 6 from 2016-17</i>

Membership Total as at 30 Sept 2018

Total number of Members	
836 (including 3 organisation members)	<i>Decrease of 111 from 2016-17</i> This large decrease in numbers came about because of a 'nil balance' and dormant account cleaning process carried out during the year.

General Meeting Attendance for 2017/2018

Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	11 Mar 2018 AGM	Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	Sept 2018
27	32	0 <i>(poor weather conditions)</i>	32	30	33	<i>Not recorded</i>	31	28	31	21	34

Maximum of 7 visitors attending General Meetings each month	Total visitors for the year - 25
Maximum of 4 visitors joined the credit union each month	Total visitors for the year who joined -14

**Report prepared by:
J Cameron (ACU Secretary)
January 2019**

SECTION 14 – SUPERVISORY COMMITTEE REPORT

ACU SUPERVISORY COMMITTEE REPORT FROM 01 OCTOBER 2017 - 30 SEPTEMBER 2018

Supervisory Committee Chair:
Committee member:

Errol Campbell
Mike Toy

Our three key objectives within the department organisation for the reporting year were shared with the ACU Board as follows:-

- To provide a clear and concise framework for Adventist Credit Union Ltd;
- To provide details of members within the Supervisory Committee;
- To outline the High Level Plan for auditing within ACU departments.

As part of these objectives, Terms of Reference were issued by the Supervisory Committee to the ACU Board, and a schedule of monthly audits across all departments were provisionally programmed from July 2018. However, it was agreed to suspend further audits after the initial two were performed, as it was considered that the Supervisory Committee's Report comments were being taken 'subjectively', rather than in the spirit of objectivity in which they were compiled. As a consequence, the ACU Board has been actioned to deliver a generic template that can be used for auditing purposes across all departments.

The Supervisory Committee team has unfortunately been depleted once again due to the personal circumstances of Myrtle Dehaney. We hope and trust that God will allow her situation to change for the good, so that she might return for this coming year.

**Errol Campbell
December 2018**

**SECTION 15 – MONEY LAUNDERING
REPORTING OFFICER REPORT**

**ACU MONEY LAUNDERING REPORTING OFFICER
REPORT
FROM 01 OCTOBER 2017 – 30 SEPTEMBER 2018**

Money Laundering Reporting Officer:

Velma Davidson

Adventist Credit Union Ltd has set up a money laundering policy to monitor funds paid into the credit union by members. We presently have a facility set up for ensuring that all funds paid into accounts satisfy the money laundering criteria required by law.

Any concerns about funds being paid into ACU are strictly and confidentially monitored. It is the duty of the Money Laundering Reporting Officer to investigate cases that breach the money laundering policy.

I am pleased to report that during the financial period October 2017 to September 2018 no transaction has required investigation within the ACU. God be praised! Members have managed their financial transactions very carefully and wisely. Therefore there is no need for alarm.

May God continue to bless your efforts as you continue to support the ACU, as we work together as one, to help each other and to build a better future for our credit union.

Thank you for all your support.

**Velma Davidson
December 2018**

**SECTION 16 – DELINQUENT LOANS
OFFICER REPORT**

ACU DELINQUENT LOANS OFFICER'S REPORT FROM 01 OCTOBER 2017 - 30 SEPTEMBER 2018

Delinquent Loans Officer:

Carlton McDonald

During the reporting period, the ACU prioritised its work of bringing down the amount of Bad Debt Provision (BDP) that must be set aside in order to cover the delinquent loans outstanding. As a result of this work the BDP has been greatly reduced from £54,946.00 to £6,885.00. This means more credit union funds can be freed up to pay a Dividend to our members.

The work of the Delinquent Loans Officer (DLO) is to contact all members presented on the ACU Delinquents List. The DLO will inform the member of their loan position and discuss with them how they intend to begin regular repayments. It is always our intention to suggest that the member reschedule their loan in order to restart their payment schedule. This takes them off the Delinquents List and puts them back in good and regular standing.

Here is the delinquency process:

- The DLO will attempt to contact the delinquent member by phone to discuss their loan position and ask the member to reschedule.
- If they cannot be contacted by phone, the DLO will send the member a letter.
- If the member does not respond within one month of the letter being sent, a second letter will be sent giving seven days' notice for a response.
- If the member does not respond, the matter will be passed to a Solicitor who will send a letter to the member.
- If the member does not respond to the first Solicitor's letter, a second Solicitor's letter will be sent warning of court action.
- If the member does not respond to the second Solicitor's letter, court action will be taken to recover the loan balance.

Of course it is not the intention of the ACU to take its members to court. However this must be its last resort in order to recoup funds that members are refusing to repay. The ACU is committed to protecting its members who honestly and sincerely adhere to the credit union rule of borrowing and faithfully repaying their loans. Persistent delinquents damage the credibility of the credit union, its finances, and its ability to pay a Dividend to its members.

The ACU will continue to diligently carry out its delinquency process for the benefit of all credit union members.

**Written by J Cameron
On behalf of Delinquent Loans Officer
January 2019**

SECTION 17 – CREDIT UNION SOLUTIONS REPORT

ACU CREDIT UNION SOLUTIONS FROM 01 OCTOBER 2017 – 30 SEPTEMBER 2018

Chair of CUS
CUS Team

Roy Smith
Keith Davidson
Roy Cunningham

Credit Union Solutions (CUS) was set up to help credit union members who have been identified as experiencing financial distress. These could be members who are seeking to take out a loan but whose supportive paperwork indicate that the member is overstretched financially.

The CUS team will contact the member and request a meeting to look at options open to them in getting their finances back on track. Sometimes these members are seeking financial solutions and can only see the taking out of a loan as the way forward. However, after having a discussion with a 'fresh pair of eyes' other options can be identified and explored which may prove a better fit that will not result in increased debt.

Unfortunately, during the reporting period, CUS did not meet with any ACU members. It is hoped the CUS team will prove more active going forward.

If any members, wish to take advantage of the support CUS can provide, please feel free to contact us on 07930 854730.

**Written by J Cameron
On behalf of CUS
January 2019**

SECTION 18 – TREASURER REPORT