



**Kilkeel**  
Credit Union Ltd.

# ANNUAL REPORT

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# 2020

**52<sup>nd</sup> Annual  
General Meeting**  
1st December 2020



02841763412



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[www.kilkeelcreditunion.com](http://www.kilkeelcreditunion.com)



## **Credit Union Invocation**

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 in pardoning that we are pardoned  
And it is in dying that we are born  
To eternal life.



*Directors & Staff of Kilkeel Credit Union, Fitzpatrick & Kearney Auditors  
& Gerry Thompson – President of Irish League of Credit Unions*

# *Annual General Meeting*

52<sup>nd</sup> ANNUAL GENERAL MEETING OF KILKEEL CREDIT UNION LTD

Online using TEAMS

ON Tuesday 1st December 2020 AT 8:00 PM

## *Agenda*

1. Ascertain that a quorum is present
2. Adoption of Standing Orders
3. Apologies
4. Minutes of last Annual General Meeting
5. President's Address
6. Report of Treasurer
7. Report of Auditor
8. Declaration of Dividend and Rebate of Interest
9. Report on additional requirements for AGM
10. Manager's Report
11. Compliance & Risk Officer's Report
12. Report of the Supervisory Committee
13. Report of the Credit Control Committee
14. Report of the Credit Committee
15. Report of the Membership Committee
16. Report of the Promotion Committee
17. Insurance Report
18. Report of the Nomination Committee:  
There are 4 vacancies on the Board
19. Directors Recommend:
  - (a) Affiliation fees of £1 per member to be taken from members' shares.
  - (b) That a donation of £2000 will be paid to the International Development Fund.
  - (c) That the Board can make Donations up to £1500 throughout the year.
  - (d) The Credit Union pays £13.73 for £2000 Death Benefit Insurance for eligible members with £300 or more in shares at their date of death
  - (e) Death Benefit Insurance of £1.48 for £2000 cover for juveniles.
20. Election of Auditor
21. Election of Directors
22. Election of Supervisors
23. Rule amendments – None due to Covid-19
24. Election results
25. Any other business
26. Close of meeting

## *Nominations*

In accordance with Rule 73 nominations for Directors must be made through the Nominations Committee. Nominations for all other offices of the Credit Union must be made in writing to the registered office of Kilkeel Credit Union at least three days before the date of the Annual General Meeting. Nominations must be signed by a proposer and seconder who are members of the Credit Union and also by the nominee.

### BOARD OF DIRECTORS

R. CAMPBELL; (1) S. MURPHY; (0) A. CARROLL; (2) K. KANE; (2)  
C. CUNNINGHAM; (2) VACANCY; (1); M. CUNNINGHAM; (0)  
J. KILLEN; (0) T. TOOKEY; (0)

### SUPERVISORY COMMITTEE

V. TRAINOR; (0) VACANCY; (1) M. DONNELLY; (2)  
0- Outgoing      1- 1 year to go      2- 2 years to go

# **Minutes of 51<sup>st</sup> Annual General Meeting of Kilkeel Credit Union Limited held in the Kilmorey Arms Hotel on Tuesday 26<sup>th</sup> November 2019**

**Attendance:** 24 members were present as well as Brian Delahunt and G. Domanska, representing Fitzpatrick & Kearney, Auditors; Gerry Thompson, President of the Irish League of Credit Unions; John Corrigan, WBR Credit Union.

The President, Anna Carroll, having ascertained that a quorum was present, declared the meeting open.

**Standing Orders:** Proposed for adoption by K. Kane, seconded by N. Campbell

**Apologies:** M. Busch, League Liaison Officer, Chapter Four, M. Boden, M. McDowell, F. Rogers, A. McArdle, N. Feron, C. Cunningham, A. Trainor.

Minutes of the 50<sup>th</sup> Annual General Meeting were considered, and these were proposed for adoption by R. Campbell, seconded by E. Atkinson.

**President's Address:** The President, Anna Carroll, in her address, informed the members that the Credit Union had another satisfactory year, with the members' services being enhanced through the introduction of a number of online services.

The President highlighted the key results of a survey of the members which had been carried out during the year and was pleased with the positive responses. The President assured the members that the Credit Union is compliant in all areas required by the Prudential Regulatory Authority.

The report was proposed for adoption by P. Poland, seconded by P. McKay.

**Treasurer's Report:** given by M. Cunningham

The Treasurer informed the members that the Credit Union remains in a strong and viable position as is indicated in the Auditor's Report.

The Credit Union has had another successful year in maintaining all of the mandatory and best practice ratios as set out by the Regulatory and Legislative bodies.

The report was proposed for adoption by M. Cunningham, seconded by K. Kane.

**Auditor's Report: given by Brian Delahunt**

Brian stated that in Fitzpatrick & Kearney's opinion, the financial statements, in all material respects, give a true and fair view of the state of the Credit Union's affairs as at the 30<sup>th</sup> September 2019.

Brian congratulated the Credit Union on another successful year.

The report was proposed for adoption by P. Poland, seconded by S. Donnelly.

**Declaration of Dividend:**

On the Directors' recommendation, P. Poland proposed a dividend of 0.25% and an interest rebate of 13%. This was seconded by S. Donnelly.

**Manager's Report: given by P. Curran**

Pauline reported that this year, on the 2<sup>nd</sup> April 2019, our online banking system was introduced. Members can now view their account, print statements or withdraw from their shares. Since the 2<sup>nd</sup> April to 30<sup>th</sup> September, 1200 active members registered and 279 share withdrawals were completed online.

Pauline also informed the meeting that all Directors, Supervisors, Staff and Volunteers have completed the mandatory training for their particular roles.

The report was proposed for adoption by P. Curran, seconded by A. Carroll.

**Compliance, Risk and Data Report – given by Lisa Martin**

In her role as Compliance Officer, Lisa ensured the members that the Credit Union meets all its Legal obligations. As the Risk Officer, Lisa ensures that the controls for managing all areas of risk are in place and robust. Lisa emphasised the importance of training and it is thanks to the ongoing training and diligence of all Credit Union personnel that there are no material breaches to report

The report was proposed for adoption by J. Killen, seconded by K. Kane.

**Reports of Sub-Committees**

**Supervisory Committee Report** – Proposed by V. Trainor, seconded by P. Poland

**Credit Control Report** – Proposed by V. Quinn, seconded by J. Killen

**Credit Committee Report** – Proposed by K. Kane, seconded by P. McKay

**Membership Report** – Proposed by J. Killen, seconded by E. Atkinson

**Promotions Report** – proposed by M. Murney, seconded by A. Sloan

**Insurance Report** – Proposed by S. Murphy, seconded by N. Campbell

**Nominating Committee Report** – given by A. Carroll

There are 3 nominations for the three vacancies on the Board – these have been duly nominated and signed.

There is one vacancy for a Supervisor.

The report was proposed for adoption by A. Carroll, seconded by J. Killen.

J. Corrigan, WBR CU, was appointed as teller.

## **Directors' Recommendations**

- a) Affiliation Fees: £1 per member, to be taken out of members' shares – Proposed by P. Poland, seconded by P. McKay.
- b) International Development Fund: That a donation of £2000 be paid to the IDF – Proposed by V. Quinn, seconded by M. Murney.
- c) That the Board can make donations up to £1000 throughout the year – Proposed by P. McKay, seconded by E. Atkinson.
- d) That the Credit Union pays £14.74 for £2000 Death Benefit Insurance for eligible members with £300 or more in shares at their date of death. Proposed by A. Sloan, seconded by P. McKay.
- e) Death Benefit Insurance of £1.48 for £2000 cover for juveniles. Proposed for P. Poland, seconded by seconded by P. McKay.

## **Election of Auditors**

Fitzpatrick & Kearney – Proposed by E. Atkinson, seconded by P. McKay.

## **Election of Directors**

Anna Carroll, Kathleen Kane, Christopher Cunningham.

During the year, Tracy Tookey had been co-opted onto the Board. This was proposed for ratification by N. Campbell, seconded by J. Killen.

## **Election of Supervisor**

Maria Donnelly was appointed to the Supervisory Committee. This was duly ratified and voted on at the meeting.

## **Election Results**

4 Directors, 1 Supervisor and Fitzpatrick & Kearney, Auditors, were duly elected.

## **Rule Amendments**

Rule 72,73,41,48,51,113,117,118,119,120,121,122 – these were proposed for adoption by M. Murney, seconded by N. Campbell.

## **AOB**

Gerry Thompson, President of the ILCU, attended the meeting. He commented on the efficient running of the AGM. He said that people should never underestimate the importance of the Credit Union in the local community, not only as a financial institution but for the social good it does.



## President's Address

Welcome to the 52<sup>nd</sup> Annual General Meeting of Kilkeel Credit Union. This year has been like no other and who would have imagined this time last year we would have to hold a virtual AGM. COVID-19 has brought many challenges to our community and the credit union, like many other businesses, has had to adapt to the new constraints.

On that point I would like to commend our manager, Pauline, and all the staff on their dedication which ensured that, as an essential service, we continued to provide the same professional excellent service to our members as we have always done, whilst adhering to government guidelines.

For the sixth consecutive year, Credit Unions have claimed pole position for the best customer experience in Ireland at the annual CXi awards and were deemed the overall winners with the highest scores across the six pillars of Customer Experience - Personalisation, Integrity, Expectations, Time & Effort, Empathy and Resolution. Credit Unions also topped the poll for best financial brand and the best brand for loyalty.

Although 2020 will be remembered for COVID-19, it will also sadly be remembered as the year in which John Hume, one of the driving forces behind the establishment of the credit union movement in Ireland, passed away. He said,

*“Of all the things I've been doing, it's the thing I'm proudest of, because no movement has done more good for the people of Ireland, North and South, than the credit union movement.”*

As mentioned in previous years, one of our main objectives is to grow our loan book as this is vital to the sustainability of our credit union. I would like to appeal to all our members to use the credit union as their first choice when they need a loan.

Each year as part of the regulation of the credit union, the board must report to the members at the AGM:

- (1) that it is compliant in any requirement relating to the Deposit Protection Scheme and the Single Customer View (SCV);
- (2) that it has maintained the required level of insurance against fraud and dishonesty throughout the year; and
- (3) that, if carrying out any additional activities, it is complying with any ratio requirements in relation to activities being undertaken.

I can confirm that these areas are continually monitored throughout the year and that we are fully compliant.

Finally, to my fellow directors, the Supervisory Committee and our volunteers, I say thank you for your commitment and dedication over the past 12 months and for embracing the many new challenges, not least our virtual meetings.

Most importantly, I would like to thank you, the members, for your continued support and loyalty, and to wish you all a safe and Happy Christmas and New Year.

**Anna Carroll**

# Treasurer's Report

Economic forces and COVID-19 have presented challenging times for the Credit Union in this year of 2020 and perhaps further into the future. Brexit also presents an uncertainty for financial institutions. However, the detailed audit undertaken by our Auditors, Fitzpatrick & Kearney, has shown that Kilkeel Credit Union Limited has adequate provisions in place and a strong Capital Reserve to help absorb any potential losses that may occur due to the ongoing pandemic and these uncertain times. I now take this opportunity to thank Fitzpatrick & Kearney for their continuing support throughout the year.

## Summary Financial Report

	<b>2020</b>	<b>2019</b>	<b>%change</b>
Total Assets	£13,333,095	£12,334,445	+8%
Total income	£567,426	£569,679	-0.4%
Total expenditure	£472,440	£436,594	+8%
Total surplus	£94,986	£133,085	-28%
Loan interest	£429,800	£433,494	-0.9%
Bank deposit interest	£103,028	£92,676	+11%
Bad debts recovered	£15,651	£20,313	-23%
Loans written off	£42,268	£32,144	+31%

Although interest rates remain low we saw little change in our investment income this year which was due in part to the hard work and diligence of our Investment Committee. However, owing to the continuing drop in interest rates and indeed the possibility of negative interest rates it is unlikely that will be able to sustain this income.

The current economic crisis is reflected in the increase in our write-off figures. Our Credit Control Committee continue to work with Members to recover all monies owed and I commend them for their work in these difficult times.

As can be seen from the figures, our surplus this year has decreased by £38,099 which represents a 28.6% drop. As our income is comprised largely of the interest received from Members' loans, we would encourage our Members to support their Credit Union and treat us as their first port of call for their financial needs.

Our balance sheet for this year indicates a marked increase in the level of Members' shares from £10,916,455 to £11,901,965, a growth of 9%. However, due to the very changed regulatory environment in which Credit Unions now operate, there can be downsides to such an increase. We must maintain reserves of at least 10% of our assets which help protect us from risk. These reserves are taken from the yearly surplus which also funds the Members' Dividend and Loan Interest Rebate. Although Kilkeel Credit Union Limited appreciates our Members' ongoing savings, if shares continue to escalate at their current levels, the funds available to pay a Dividend and Interest Rebate at year end may be significantly reduced. The Board of Directors will be closely monitoring this situation throughout the year.

## Proposed Dividend and interest Rebate

The Board of Directors are recommending:

<b>Dividend</b>	<b>0.2%</b>	<b>Total £22,357</b>
<b>Interest Rebate</b>	<b>14%</b>	<b>Total £60,172</b>

Working through the COVID-19 pandemic has been a difficult and challenging process for the Credit Union, but I am proud to say that our Directors, Supervisors, Volunteers and Staff have, and are, managing exceptionally well without compromising on the quality of service given to you, the Members. I would like to take this opportunity to thank everyone for their commitment and determination in enabling the Credit Union to continue serving our Members and our community.

**Margo Cunningham**



# Manager's Report

What a strange year it has been. However, Kilkeel Credit Union have managed to continue to serve you, the member, throughout the pandemic. We live in vastly different times with many new processes and measures in place to enable us to look after our members and our staff.

1. Loan applications are now taken over the telephone or applications can be done online.
2. New members' details are also taken over the telephone.
3. We have set up a Quick Lodge facility in the porch, which has proved extremely popular.

All these measures ensure that you spend the least amount of time necessary in the office in the interest of health and safety. We have also installed counter screens in the office which help to protect our members and our staff.

Online banking remains our focus now – it has become even more important than ever to have this facility. Looking forward to the coming year we are working on online membership; but remember, we will always be here for those who prefer to visit the office.

The first half of this financial year was going well for Kilkeel Credit Union – our loan book was sitting at £4.3 million by March 2020 – the most loans we have ever had - and then Covid-19 hit. Loans now sit at £3.8 million – this is due to more members paying off their loans due to the uncertainty of the future and less people requiring loans. Loans are our business, so please tell your family and friends about the Credit Union. Despite all that, we have still made a surplus which is a fantastic achievement in the current circumstances.

A massive thanks to the staff for their continued dedication to their jobs and for keeping the Credit Union open to our members during such a difficult time and to the Board for putting everything in place that allowed us to do so. The Board and Supervisors have had to embrace some new changes to the way in which they operate – meetings online using Teams is now the 'norm' and, although it may not be the preferred way to have a meeting, it has worked well and allowed the Board and committees to continue to operate.

## ***Remember the advantages of being a credit union member:***

<i>Easy access to your savings</i>	<i>Adult and Juvenile accounts</i>
<i>Flexible loans at great rates</i>	<i>Member ownership</i>
<i>Annual Surplus paid to members</i>	<i>Online access</i>
<i>Free transactions</i>	<i>Opportunity to become a Volunteer</i>
<i>Free Life Savings &amp; Loan Protection Insurance</i>	
<i>Free Death Benefit Insurance (for eligible members with £300 or more in shares on 30<sup>th</sup> September 2020 and thereafter)</i>	

Remember to like us on Facebook to keep informed of any new developments.

Stay safe and well.

**Pauline Curran**

# Compliance, Risk & Data Protection Committees Report

The management of risk in all aspects of the Credit Union's business and the written evidence that it is being properly analysed will always be a key concern of the Regulators. Making sure that our controls for managing all areas of risk are in place and robust are key areas of work. Individual Directors and the Manager have taken responsibility for ensuring the robustness of controls. It is then the role of the Compliance and Risk functions to test these controls to ensure that they are in place and can reduce the threat of the risk to an acceptable level. There are many different areas of risk which your Credit Union manages daily to ensure that our Members' money, data and resources remain safe and secure. One of the newest risks facing all of us has been that associated with COVID-19. In order to manage this risk, your Credit Union has had to adapt to new procedures and ways of working in order to keep our Members, Staff and Volunteers safe. We would like to thank our Members for co-operating with the changes made.

Our legal obligations in complying with Anti-Money Laundering, Counter Terrorist Financing and Tax Evasion legislation continue. These include ensuring that Members' identification and address information is up-to-date. We would like to thank our Members for their continued co-operation in this area.

The General Data Protection Regulations (GDPR) came into effect in May 2018. This represented a huge change in the way that all organisations, including credit unions, store, transmit and communicate personal data. We are pleased to confirm that compliance in this area continues. Should you have any queries in relation to any of your data please contact our Data Protection Representative by email to [dataprotection@kilkeelcu.com](mailto:dataprotection@kilkeelcu.com).

Cyber-attacks continue to be a huge risk to all organisations both large and small. Your Credit Union endeavours to maintain up-to-date robust defences and ensure all Credit Union personnel receive adequate training in this area. Please be advised that your Credit Union will **never** contact you to ask for your Kilkeel Credit Union online banking PIN number. Should you be concerned about any communication purporting to be from your Credit Union, please contact our office immediately on (028) 4176 3412 or via email to [info@kilkeelcu.com](mailto:info@kilkeelcu.com)

All Credit Union personnel have a role to play in ensuring that we uphold the various laws, rules and policies. The staff are, as always, diligent in ensuring that the needs of Members are dealt with in a compliant manner and the Compliance and Risk Management Committees would like to thank them, as well as our dedicated Directors, Supervisory Committee and volunteers. It is thanks to their hard work and the ongoing training which is undertaken by all Credit Union personnel that we have no material breaches to report. Our staff have a huge role in helping to combat fraud to ensure that no monies or Member information are released except to the Member or their authorised representative. We understand that these checks may appear to be burdensome to our Members, but they are for your protection. The Committee would like to thank you, our Members, for your continued patience and co-operation when we are required to ask you for further information or documentation.

*Lisa Martin – Compliance and Risk Management Officer and Data Protection Representative  
Shelagh Murphy, Kathleen Kane, Robert Campbell, Tracy Tookey, Pauline Curran and Lisa Martin – Risk Committee  
Margaret Cunningham, James Killen, Pauline Curran and Lisa Martin – Compliance and Data Protection Committee*

# **Supervisory Committee Report 2020**

The Supervisory Committee is an independent committee elected directly by you, the members. The committee works to ensure that Kilkeel Credit Union operates in the best interests of the members and is compliant with the regulations of the Prudential Regulation Authority (PRA) together with the Financial Conduct Authority (FCA) and the rules of the Irish League of Credit Unions.

The work of the Supervisory Committee involves testing the internal controls of the Credit Union. This comprises the Business Plan, operating procedures, measures within the Credit Union to safeguard the assets, to check the accuracy and reliability of its accounting data, to promote operational efficiency and to encourage adherence to policies. To enable the committee to carry out its duties an annual plan of work is drawn up by the Supervisory Committee and this is adhered to throughout the year. A copy of the plan is provided to the Board of Directors. The plan has been designed to test and review the day-to-day operations and all Policies and Procedures. The table below is a summary of many of the areas covered by your Supervisory Committee throughout the year.

In accordance with best practice, the Supervisory Committee has visited the office unannounced on a regular basis throughout the year to carry out its work on your behalf. The Supervisory Committee has also observed the general running of the Credit Union. The committee was represented at all monthly meetings of the Board of Directors, providing written and verbal reports and updates on their findings to the Board of Directors. Any matters arising were promptly dealt with.

The Supervisory Committee, from its work throughout the year, concludes that Kilkeel Credit Union is committed to complying with the regulations of the Prudential Regulation Authority together with the Financial Conduct Authority and the rules of the Irish League of Credit Unions. The committee is satisfied that adequate internal controls exist to protect members' accounts and that the financial statements accurately reflect the positive performance and condition of Kilkeel Credit Union.

During the year, the Supervisory Committee said farewell to one of its members. Kathleen O'Hare had been a member for 9 years since 2011. In those years, Kathleen had been a loyal member and rarely missed any meetings. We wish her many years of good health to enjoy a well-earned rest.

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

Accounts for Payments	Credit Committee	Investment File	Promissory Notes
Adoption of Policies and Procedures	Credit Control Committee	Loan Applications	Share Withdrawals
Anti-Money Laundering	Operation of CUSOP	Loans to Officers Meetings	Treasurer's Report
Balance Sheets	Death Benefit Insurance	Loans to Officers Book	Trial Balance
Bank Reconciliations	Decisions of the Board	Members Complaints Policy	Unannounced Cash Counts
Cash Report	General Data Protection Regulations	Minutes of Board Meetings	Verification of Members' accounts
Compliance	Internal Audit Policy	Organisation Meeting	Verifying cash Handling
Confidentiality	Conflict of Interest	Security	Oil Stamps
Salaries / Wages	New Members File	Bad Debt Write-Off	Deleted Accounts
Loans with no Principal Repayments	Change of Computer Passwords		

ATTENDANCE OF DIRECTORS AT MONTHLY BOARD MEETINGS OCT 2019 – SEP 2020  
POSSIBLE MEETINGS – 12

MARY ANNA CARROLL	12	JAMES KILLEN	8
SHELAGH MURPHY	12	CHRISTOPHER CUNNINGHAM	5
MARGARET CUNNINGHAM	11	NICOLA CAMPBELL	5
KATHLEEN KANE	9	TRACY TOOKEY	9
ROBERT CAMPBELL	10		

**Maria Donnelly, Vincent Trainor**



Philomena Sloan retired after 31 years as Supervisor  
We wish her well for the future

# Credit Control Report

Three primary functions of the Credit Control Committee are:-

1. To closely monitor repayments of loans by members
2. To work closely with members who are having difficulties making repayment of their loans
3. To keep the Board of Directors fully advised of member loan arrears

Ongoing monitoring of accounts that have fallen into arrears includes contact with members by telephone and/or a series of letters. This year, more than ever with the current pandemic, it was vital that we kept in close contact with our members, reassuring them that we were very sympathetic to their situation and that we were here to help and work with them. The majority of our members were really appreciative of the way we worked together to attain the best outcome for all concerned. With this approach, our arrears have been very manageable.

During the past year, loans written off by Kilkeel Credit Union totalled £42,268. This was £10,124 more than the previous year which totalled £32,144. In addition, £15,651 was recovered in bad debt during the year which was a decrease in the previous year's figure of £20,313. These figures reflect the necessity to closely monitor loan arrears especially during the pandemic where unemployment and change in incomes may affect our members.

Early detection of loans falling into arrears is important to avoid debt becoming unmanageable and more especially during these challenging times of Covid-19. We assure our members that we are committed to helping people meet their agreed repayment agreements with the Credit Union and encourage any member who is having difficulty with repayment of their loan to engage with Credit Union at an early stage. The Credit Union will take individual's circumstances into consideration and treat them with dignity, sympathy and in complete confidentiality.

Should a member in arrears fail to engage with the Credit Union, and all avenues to have the arrears repaid by the member are exhausted, the Credit Union may pursue the Guarantor and/or initiate court proceedings.

We would remind members that arrears can affect their ability to borrow with the Credit Union and may also affect their Credit Rating. Money borrowed from the Credit Union is other Members' savings.

We would like to thank all our members who honour their promise to repay their loans as agreed, and those who are doing their best to keep up their repayments.

The Credit Control Committee also thank the Board, Pauline, Veronica and all the staff for their ongoing support and co-operation throughout the year.

**Anna Carroll, Christopher Cunningham, Mary McDowell**



# **Credit Committee Report**

I am pleased to present the following report on behalf of the Credit Committee, for the year ending 30<sup>th</sup> September 2020.

Despite the challenges of the second half of this year due to Covid-19, the Credit Union remained open for business. Members have been able, within the restrictions, to apply for loans by telephone and online. There have been 61 online applications since 1<sup>st</sup> May 2020.

This year there was a decrease in the number of loans issued from 1507 to 1414. We understand that some members were reluctant to take out loans due to the uncertainty of Covid-19. However, the success of the Credit Union depends largely on the uptake of loans.

The Credit Committee, together with loans officers, approved loans of £1,956,715, against £2,440,352 last year; this was a decrease of 20%. The end of year loan book stands at £3,828,916.

## **Criteria for Lending:**

The Credit Union has a duty to its members to lend responsibly. In order to assess affordability and ability to repay, borrowers may be asked to provide proof of income and expenditure for any size of loan and for all loans which are £4000 above shares. Other considerations are the frequency and purpose of the loan and repayment history. Some loans may require a guarantor.

## **Loan Products:**

12% Standard rate of unsecured loans

6% for loans within shares

8.84% on new loans of £8000 and above

In addition, we are offering a special Christmas Loan of up to £1000 at a special rate of 10%.

Members may avail of same day loans, where all relevant documentation has been submitted. Same day transfer of funds to a bank and online applications ensure a faster service. An important benefit of borrowing from the Credit Union is that members' loans are covered by insurance.

While we know these are uncertain times, we encourage members to make the Credit Union their first choice for borrowing as loans are our core business.

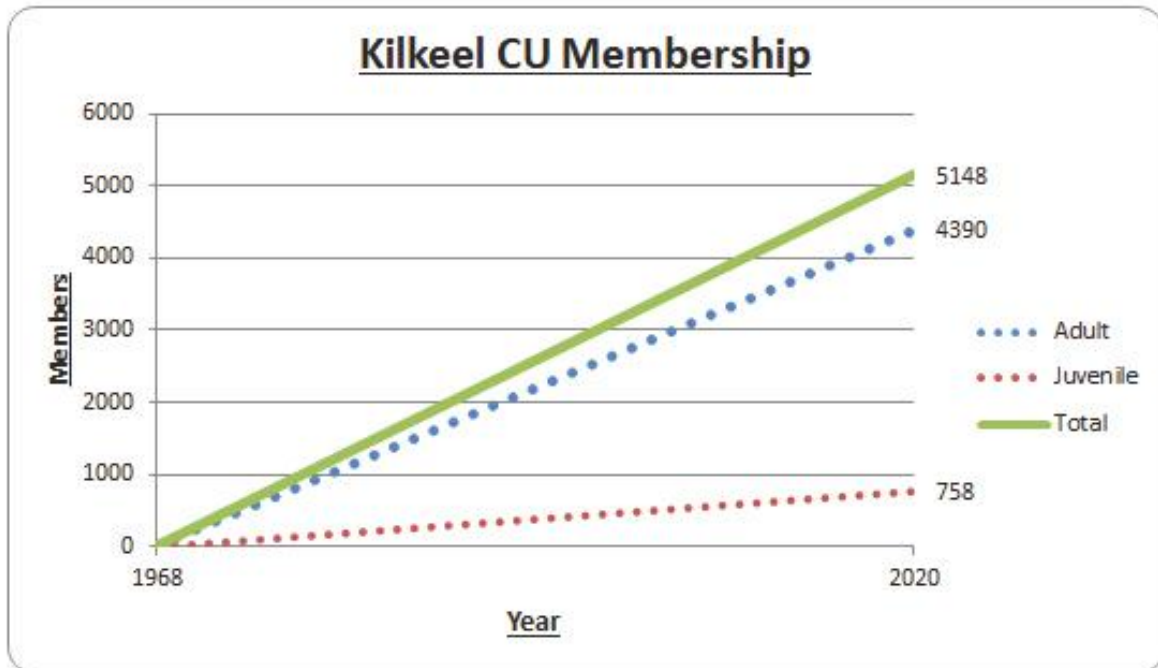
We thank those members who have borrowed and have diligently repaid their loans.

We thank Pauline and Staff for their work in this area.



# Membership Report

The majority of credit unions in Northern Ireland and the Republic of Ireland are represented by the Irish League of Credit Unions (ILCU) with a combined total of 3.6 million members. We can all agree that 2020 has been a difficult year across the world with Covid-19 but Kilkeel CU still managed to attract 222 new members. Although slightly down from 2019, this gives us a total membership of **5148**. This is made up of **4390** adult and **758** juvenile accounts. We look forward to an improved outlook and happier times in 2021 & beyond.



To join Kilkeel Credit Union you must reside within the common bond. When applying to be a member you just fill in an application and nomination form in the credit union office. These applications are then reviewed and approved by the membership officer so the whole process is really straightforward.

To meet current money-laundering regulations, satisfactory identification is required as follows:

- **Photographic identification:**  
e.g. passport, driving licence, Senior citizen smart pass or electoral ID card.
- **Verification of current address:**  
e.g. recent utility bill or bank statement.

For juvenile applications copies of the child's birth certificate or passport and address and photographic verification for parent/guardian are required.

Members are asked to notify the credit union of any changes of address or telephone number.

I would like to express my thanks to all the staff of Kilkeel Credit Union who process the new membership applications and ensure that all documentation is correct. It is good that Credit Union members are able to look beyond the headline interest rates advertised by some of the larger Banking Institutions and still see the additional benefits of taking a loan from their local credit union.

Some of the benefits of becoming a member:

- No hidden charges
  - No transaction fees
  - Reasonable interest rates
  - 6% loan within shares
  - Free insurance on loans & savings
  - Loans may be repaid early with no penalties
- 
- Loan Interest Rebate
  - Annual Dividend on Shares
  - Death Benefit Insurance
  - Debit Card Repayments
  - Same day Electronic Transfers
  - Juvenile Accounts
  - And many more...

**James Killen**



# Promotion Report



**Schools Quiz 2020**



**Southern Area Hospice Virtual Coffee Morning**



**Facebook Christmas Hamper**



**Facebook Valentines Hamper**



**Art Competition 2019**

## Promotions and Events that took place this year

Art Competition

Facebook Christmas Hamper Draw

Members Christmas Draw

Schools Quiz

Facebook Valentines Hamper Draw

Southern Area Hospice Virtual Coffee Morning

Here to Help You ad in Mourne Observer

International CU Day Ad in Mourne Observer

# Insurance Report

Each year in my report I seem to say the same things, but I make no apology for this as we have found that many members are unaware of the range of insurance products which Kilkeel Credit Union Ltd offers its members, all at no additional cost.

The Credit Union offers – Life Savings Insurance, Loan Protection Insurance and Death Benefit Insurance.

These are benefits not available with most other institutions, so spread the good news.

## **Eligibility**

To be eligible for these insurance products a member must:

- Have joined the Credit Union before the age of 70
- Be able to perform the normal duties of his/her occupation
- Remain a member of the Credit Union

## **Life Savings Insurance**

In the event of a member's death, a sum calculated on the basis of age and the amount of savings retained with the Credit Union over the years will be paid to his/her nominated beneficiary.

## **Loan Protection Insurance** (up to the age of 85)

This product clears the member's outstanding loan balance in the event of death. Members are automatically insured for loan balances up to £6000 – regardless of their state of health. A member applying for a loan over £6000 must complete a declaration of health form.

## **Death Benefit Insurance**

This insurance provides a one-off payment of £2000 in order to help the next-of-kin pay for funeral expenses. Kilkeel Credit Union will pay this as an operational expense provided the member has joined the Credit Union before the age of 70 and maintains a minimum balance of £300 in shares at the date of death. In the event of an accidental death the Death Benefit will be doubled.

This past year ECCU paid out:

Life Savings Insurance: £39,220.89

Loan Protection Insurance: £17,680.76

Death Benefit Insurance: £36,000

We offer our sympathy to the families of those who died during the year:

### **Rest in Peace**

Lai-Chun Man, Brendan White, Roger Fitzpatrick, Veronica McKee, Margaret Wright, Patricia McKeown, Thomas Sloan, Daniel Trimble, Margaret Travers, Robert Eyre, Maureen Burden, Mary J. Sloan, Rose Morgan, Mary Burns, Ann Sands, John Sloan, Teresa Collins, Patricia Doran, Margaret Thompson, Martin Poland, Seamus McVeigh

Thanks to Pauline and Veronica for all their hard work.

**Shelagh Murphy**



Grew membership by  
**3%** to **4390**



Assets grew **8%**  
to **£14.2** million

Continued to  
provide free  
insurance



**Kilkeel**  
Credit Union

We supported our members experiencing  
hardship caused by COVID

Offered two types of  
savings products and three  
types of loan products

Issued **1,114** new loans with a value of **£1.96** million

Supported local  
businesses through  
prize draws  
on our facebook  
page

**648** members have  
registered for our  
**Online Banking Service**

You can now apply for  
a loan online

Our juvenile members saved  
over **£133k**

**£36k** was paid out  
in DBI to help families  
with funeral expenses

grew our online  
profile further via  
facebook and new  
instagram account

**540** kids entered the  
**Art Competition** and  
**48** entered the **School Quiz**

Opened **69** new  
Juvenile accounts

**"At the Heart of the Community"**

# Opening Hours

Tuesday 10am - 4.30pm

Wednesday 10am - 4.30pm

Thursday 10am - 1pm

Friday 9.30am - 1pm

Saturday 9.30am - 1pm

Follow us on Facebook

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Online: [www.kilkeelcreditunion.com](http://www.kilkeelcreditunion.com)

Standing with  
our **Members &**  
**Community**



Coronavirus  
**COVID-19**  
Public Health  
Advice



**Kilkeel**  
**Credit Union**



**ILCU**  
**FOUNDATION**

*Supporting credit union  
development for 30 years.*

## Having access to finance:

- grows household savings
- increases investments in childrens' education
- improves agricultural productivity
- encourages self-employment
- supports business activities
- helps people to manage risk and absorb financial shocks

