



73rd Annual General Meeting FAQs

Below are general questions asked by the membership via the AGM registration form.

Question #1

When a person dies how much will their beneficiary get? Will they get the money that they have in the credit union? If not, how much will they get upfront?

Answer:

1a. By law, the beneficiary will receive up to a maximum of \$50,000 if the deceased shareholding was greater than \$50,000. If the shareholding was less than \$50,000 then the beneficiary receives the entire shareholding minus \$5.00.

1b. Once a death certificate is provided and the deceased shareholding was greater than \$50,000 the claim will be sent to CLICO for processing. Upon successful adjudication a further \$50,000 will be paid to the beneficiary as proceeds of CCU's insurance coverage. If the shareholding was less than \$50,000 then the beneficiary will receive an amount equal to his/her shareholding minus \$5.00.

1c. Once Letters of Administration are provided the balance that remains in the account (balance on shares + balance from insurance claim) will be paid to the beneficiary.

(This example assumes that there are no outstanding loans owed to CCU.)

Question #2

Is there a standard dividend rate per shares or does dividend income rise and fall no matter the number of shares?

Answer:

Dividend rates vary from year to year depending on the profitability of the Credit Union and all members receive the same rate. Dividends are calculated on the Weighted Average of Shares held during the financial year.

Question #3

What percentage are we getting for this year?

Answer:

The proposed rate can be seen in the AGM brochure which was published for your review. The proposed rate for 2021 is 5.5%.

Question #4

Why don't we receive regular statements?

Answer:

With the inception of our online Home Banking facility members can view their balances at any time in the comfort of their homes. However, members can request a statement if they desire.

Question #5

A child under 10 years contributing toward Piggy Bank, can one withdraw from it?

Answer:

The Contributor to the account can request a withdrawal however no more than one request will be entertained per annum.

Question #6

On what day in November will your Christmas club money be given?

Answer:

The Christmas Club is available at the end of November, the date will be advertised on social media, via email, and on our website.

Question #7

How many new members joined for the period of 2021? How is the credit union treating with delinquency?

Answer:

433 members paid their Registration Fees in 2021.

Delinquency is managed on a case-by-case basis whereby members are contacted on an individual basis and discussions are conducted with the aim of finding a mutually beneficial repayment arrangement which at times takes the form of restructures and rescheduling of loan facilities. In some cases, court action or referral to the Commissioner of Cooperative Development is pursued. Member Credit Risk ratings are also assessed during loan underwriting.

Question #8

Why are members subjected to paying for a search, when applying for a SHARE Loan to purchase a used-vehicle, in instances where the age of the vehicle is outside the Used-vehicle loan criteria? In instances where vehicles are being purchased via the proceeds of a share loan a search on the vehicle being purchased is no longer a requirement.

Answer:

In instances where vehicles are being purchased via the proceeds of a share loan a search on the vehicle being purchased is no longer a requirement. CCU does however recommend that for members' protection they conduct a search to ensure the vehicle is free from any legal encumbrances since there are many examples of persons purchasing vehicles from sellers with no legal title.

Question #10

Can Share loans be conducted with only a pay slip?

Answer:

If the amount being requested in addition to any existing loan balances with CCU is less than the value of the member's share balance, an allowance can be made to accept the pay slip without an updated job letter.

Question #11

Can it be explained why is there a fee to process a loan?

Answer:

The processing fee attached to loan applications are to aid with deferring costs incurred during the processing of the application, e.g., credit and related background checks.