



# 2020

# Annual Report

*Stabilization For Future Growth*





## THE NATIONAL ANTHEM

*F*orged from the Love of Liberty  
In the fires of hope and prayer  
With boundless faith in our destiny  
We solemnly declare.  
Side by side we stand  
Islands of the blue Caribbean Sea,  
This our native Land  
We pledge our lives to thee.  
Here every creed and race  
Find an equal place,  
And may God bless our Nation  
Here every creed and race  
Find an equal place,  
And may God bless our Nation

## PRAYER OF ST. FRANCIS OF ASSISI

*L*ord, 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.



# Welcome To Our 71st Annual General Meeting



## *Our Mission*

*TWCU Credit Union Co-operative Society Limited satisfies members' needs and exceeds their expectations*

### *Through:*

- provision of financial stability and accountability, while upholding the Co-operative principles
- growth and development of the Credit Union and its members
- effective communication and the delivery of products and services
- assisting with programs to support officers and staff development
- contribution to community and national development



## *Our Vision*

*To be the provider of choice  
for access and opportunity to  
wealth creation and social  
development*

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**ALFRED SANDY  
PRESIDENT**

I am particularly pleased to welcome you to the 71st Annual General Meeting of TWCU Credit Union Co-operative Society Limited.

This meeting is the second that we are having at this venue within the last six months. The first being the **70th Annual General Meeting** which was held on November 21, 2020.

## A MESSAGE FROM THE PRESIDENT

Today's meeting is held against a background of an ongoing worldwide pandemic which has affected millions of lives worldwide. This meeting is convened similar to the last occasion under the total authority and guidelines issued by the Ministry of Health. This is the new normal and all the guidelines have been clearly identified.

Due to the ongoing pandemic and increase in Corona Virus cases the borders were closed to international traffic. The country was on lockdown. Educational, commercial, social, religious and recreational activities were suspended. This led to further pressure on an already flagging economy. Thousands of workers were away from their jobs, some working from home. Students at various levels were also affected and were also working from home through technology. Only essential services were allowed to operate.

2020 was a year of unprecedented challenges for the Society. There were also several accomplishments of which we are indeed very proud, all in keeping with our strategic plan 2018-2020. The opening of the Membership Bond, the unveiling of the new logo and change of name of the Society by the Acting Commissioner for Co-operative Development Ms. Andrea Mc Kenna James, were among the early highlights of the year. The recruitment of a newly appointed Office Manager, Mrs. Shurla McEachnie-Christmas and the introduction of the long-awaited Group Health Plan complemented the year's activities.

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Another accomplishment was that of the signing of a new industrial agreement for junior staff employees of the Society. Members benefitted from a number of online services to ease their comfort and convenience. I am quite mindful of the daily challenges faced by our members with the carnage on the roads, the ever-increasing crime situation fuelled by murders, kidnappings, rape, human trafficking, breakings and hold ups. I urge our members to be alert at all times and to ensure that all necessary precautions are in place.

As an essential arm within the financial sector the Society maintained its services to members during the lock down periods. Staff operated daily on a rotation and shortened hours schedule. The impact of the TSTT restructuring and the COVID-19 restrictions resulted in reduction in revenue since some members were out of work, while others were saturated and did not qualify to do business. Also, there were those who used their shares to clear off loans and for other transactions. This negativity affected our asset base.

However, the Education and Youth Development Committees must be commended for hosting separate virtual events. The Joseph Corbie SEA Awards and a number of sessions where youth members displayed creative skills developed during the lock down. After several attempts, virtual and physical, the 70th Annual General Meeting was held in November.

Looking ahead the 2021 – 2022 Strategic Plan under a new theme “*Stabilization for Future Growth*” is designed to ensure the recovery and expansion of our revenue and membership bases. Our marketing strategies will be geared towards encouraging entrepreneurship and business development.

The completion of our offices at Nos. 105-107 Henry Street, Port of Spain, will be a major boost to the pride and satisfaction of our members. The refurbished carpark will be a revenue earner for the Society, we aim to maximise its potential. The possibility of extending physical presence of our office in Tobago and other areas in Trinidad is under serious consideration. This is with the view to extending and improving the service to members.

Finally, it is with much hope and enthusiasm that I look forward to the upcoming term. To my colleagues on the Board of Directors, Statutory and Sub-committee and the Youth Arm Executive, I appreciated your commitment and support during the last term. To all the members of staff, contract and permanent your efforts were greatly appreciated. It would be remiss of me if I did not extend my sincere thanks and appreciation to retired member of staff Ms. Patsy Le Blanc. Ms. Le Blanc gave thirty-five years (35 yrs.) unbroken service to the Society. She joined the TWCU family on February 18th, 1986.

To all our cherished members particularly retired and youth members, it was a pleasure serving you for another term. May the Almighty God bestow his blessings and graces on the TWCU Credit Union Co-operative Society Limited.

Co-operatively Yours,



**Alfred Sandy (President)**

## NOTICE OF THE 71<sup>st</sup> ANNUAL GENERAL MEETING

**NOTICE IS HEREBY GIVEN THAT** the 71<sup>st</sup> Annual General Meeting of TWCU Credit Union Co-operative Society Limited, will be held on ***Saturday 10<sup>th</sup> April, 2021*** at the Torenia Hall, Centre of Excellence, Macoya Road, Tunapuna, at ***9:00 a.m. (Duration 1 1/2 hrs)***

***Registration begins at 8:00 a.m.***

### AGENDA

- 1) Call to Order
- 2) Report of Credentials Committee
- 3) National Anthem
- 4) Credit Union Prayer / One Minute Silence
- 5) President's Welcome Remarks
- 6) Notice of Meeting
- 7) Minutes of 70<sup>th</sup> AGM / Business Arising / Report of the Board of Directors
- 8) Election of Officers
- 9) Other 2020 Reports (taken as read) / Open Floor Questions
  - Supervisory Committee
  - Credit Committee
  - Education Committee
- 10) Presentation of Audited Accounts 2020
- 11) Treasurer's Report 2020 / Budget Proposals 2021
- 12) Amendments to Bye-Laws
- 13) Elections Results
- 14) Recommendations
  - Dividends
  - Appointment of Auditors
- 15) Resolutions
  - Authorization to Borrow
- 16) Oath of Office
- 17) Closure

### **SPECIAL NOTICE TO MEMBERS**

- a) **Registration deadline** is on or before the end of the working day on ***Wednesday 24<sup>th</sup> March 2021***, to facilitate seating arrangements
- b) Registration Forms and Brochures can be obtained via the TWCU's Website or at the Office
- c) In keeping with the COVID-19 restrictions, it is recommended that **Children do not attend**
- d) Members attending, must observe all COVID-19 measures, re: Temperature Testing, Face Masks, Hand Sanitizing and Social Distancing.
- e) Members are asked to stay at home if you display symptoms of any illness.

**BY THE ORDER OF THE BOARD**



Lennard Moorley,  
Secretary – Board of Directors

## STANDING ORDER

1. An agenda of the business of the meeting shall be supplied to each member. This agenda shall be adhered to until its completion, unless a motion is moved to suspend the Standing Orders, carried by a majority of two thirds of those present.
2. The Ruling of the Chairman on all matters shall be strictly obeyed. No member shall leave the meeting except he/she, first asks and obtains the Chairman's consent.
3. Each member shall be allowed to sit to address the Chair and be limited in speaking, to two (2) minutes on each subject. No member shall speak twice on any subject, unless he/she is the mover of any original proposition, when he/she has the right to reply. The Chairman and Officers are exempted from this order. Asking or answering by permission of the Chair, shall not be considered a speech.
4. No motion or amendment shall be discussed unless it is seconded. No seconded amendment or motion shall be voted upon, until the first amendment is disposed of. The chairman may not allow any motion or amendment to be withdrawn, when the vote is about to be taken.
5. Motion of procedure includes the following:
  - a) Motion to refer the matter back
  - b) Motion to postpone consideration of the question
  - c) Motion to adjourn the sitting.
  - d) Motion to adjourn the debate on a particular question.
  - e) Motion to vote on the subject under discussion
  - f) Motion to proceed with the next item on the Agenda
  - g) Motion to suspend the Standing Orders.
6. A motion on procedure shall be put immediately to the vote. The Chairman may allow one member to speak in favour of it and one against it.
7. In the event of a proposition to proceed to the next business being moved and seconded, it shall, after the proposer and seconder of an original resolution have been heard, be put to the vote.

If agreed to, all other propositions on the subject then under discussion shall be considered as disposed of. Once the propositions have been discussed and voted on, it shall not be again introduced during the meeting.



8. Voting shall be by the show of hands, except in the case of elections, which shall be done in accordance with the Bye-Laws.
9. Every member shall have one (1) vote, except the chairman who would have an original and casting vote, in the event of an equality of votes.
10. The Annual General Meeting shall have power to appoint Committees for the furtherance of its business. Such Committees may sit during the hours of the Meeting, should it be necessary for them to do so.
11. A majority of two-thirds of the members present may suspend and exclude from the meeting, any member who is insubordinate, or who improperly conducts himself/herself. Any member so dealt with, may be reinstated on tendering an apology, acceptable to the meeting.
12. Members shall not be permitted to bring into and/or consume at the Annual General Meeting, any alcohol intoxicating beverage, or illegal drugs.
13. During the meeting, members are requested to turn off their mobile phones or put on silent mode.

# The Staff of TWCU 2020

## Meeting You With A Smile



### Administration & Management

L - R Sharon Bonval, Michelle Chung, Monique Garsee,  
Shurla Mc Eachnie-Christmas - Manager



## CSR Department

L - R Stacy Shallow , Ayanna Villaroel, Alena Charles-Mclean, Akeela Irish  
Absent ( Kerlise Faraday, Steve Sealey)



## IT Department

L - R Akillah Sealey, Barry Richards, Allyson Richards



## Accounts Department

L - R Caroline Camps, Sherry Espinoza- Bradshaw, Vanessa John  
Absent ( Timisha Baird)



## Contractual

L - R Jameel Garsee , Carlene Phillip, Tyrik Hall, Rosalind Ali





# Youth Arm Executive 2020



Daniel Caesar  
**President**



Akilah Bonnette  
**Treasurer**



Judah Chrichlow  
**Secretary**



Ronielle Brathwaite  
**Public Relations**



Garcelle Wilson  
**Tobago Representative**



**Absent ( Lyam Mapp, Abigail Caesar )**

# MINUTES OF THE 70<sup>TH</sup> ANNUAL GENERAL MEETING

HELD ON NOVEMBER 21<sup>ST</sup>, 2020 AT TORENIA HALL, CENTRE OF EXCELLENCE, MACOYA ROAD, TUNAPUNA

President of the Society, Mr. Alfred Sandy, called the meeting to order at 9:00 a.m.

## 1. ATTENDANCE/QUORUM

2.1 At 9:00 a.m. the Credentials (Supervisory) Committee reported that there were forty-four (44) members present. There was a quorum of thirty-five (35) members in accordance with Bye-Law 20(a) of the Bye-Laws of the Society. Five (5) guests were present.

Mr. Alfred Sandy	President
Mr. Hamilton Scoon	Vice President (Credit Committee Member)
Mr. Lennard Moorley	Secretary
Ms. Lorna Maycock	Assistant Secretary (Credit Committee Member)
Mr. Clive Small	Director (Treasurer)

## 2. CALL TO ORDER

### 2.2 Officers present were: -

Mr. Vernon Toussaint	Director (Credit Committee Chairman)
Mr. Trevor Alleyne	Director
Mrs. Rosetta Bedeau	Director
Ms. Ingrid Jack	Director (Credit Committee Secretary)
Mr. Alfred Noel	Director (Credit Committee Member)
Mr. Patrick Hall	Director

### Absent

Ms. Lemour Joseph	Director (excused)
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### Substitutes

Mr. Denie Joseph	1 <sup>st</sup> Substitute to the Board of Directors
Ms. Reina Frampton-Timothy	2 <sup>nd</sup> Substitute to the Board of Directors

### 2.3 Supervisory Committee

Ms. Yentl Figaro-Chandler Simon	Chairman
Ms. Eastlyn Haynes	Secretary

#### Absent

Ms. Pauline Bartholomew	Member (excused)
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#### Substitutes

Ms. Vanessa Jaikaran	1 <sup>st</sup> Substitute to the Supervisory Committee
Ms. Neesha Hillerick	2 <sup>nd</sup> Substitute to the Supervisory Committee

### 3.0 NATIONAL ANTHEM/CREDIT UNION PRAYER & PRESIDENT'S OPENING REMARKS

**3.1** The President led the meeting in singing the National Anthem of the Republic of Trinidad and Tobago. This was followed by the reciting of the Credit Union Prayer and the observance of one (1) minute silence in memory of deceased members of the Society and in honour of the pioneers of the Credit Union Movement of Trinidad and Tobago and in particular the founding fathers of TWCUC Credit Union Co-operative Society Limited.

The President introduced the officers at the head table, those seated in the audience and guests. Mr. Sandy also introduced Mrs. Shurla Mc Eachnie-Christmas, newly appointed Manager of the Society.

### 3.2 President Opening Remarks

The President in delivering the opening remarks welcomed all present and made special reference to COVID-19, which had brought restrictions to the country and by extension the entire world. Mr. Sandy indicated that because of COVID-19 and the restriction imposed on gatherings of not more than ten (10) persons, the Society was unable to convene the 70<sup>th</sup> Annual General Meeting (AGM) which was originally scheduled to take place on March 21<sup>st</sup>, 2020 at the Trinidad Hilton and Conference Centre, at No. 1B Lady Young Road, Morvant. The Society was prepared and had sent out the notice for the AGM and the brochures were printed.

Mr. Sandy advised the meeting that the Society had requested approval for the hosting of the 70<sup>th</sup> Annual General meeting from the Ministry of Health by letter dated November 13<sup>th</sup>, 2020.

The Ministry of Health responded granting approval for the hosting of the Annual General Meeting by letter dated November 18<sup>th</sup>, 2020, signed by the Honourable Terrance Deyalsingh, Minister of Health. The Ministry of Health gave approval for four hundred (400) persons to be present based on the space of the venue.

Mr. Sandy impressed on all in attendance that all protocols must be observed, failing which the Society risked having the meeting stopped by the Ministry of Health personnel.

### 3.3. Guests

The President introduced representatives and their respective organisations.

- o Ms. Dianne Joseph – Chief Operating Officer, Co-operative Credit Union League of Trinidad & Tobago
- o Mr. Andre Goindoo - Managing Director & Chief Executive Officer, CUNA Caribbean Insurance Society Limited
- o Ms. Amanda Mohan - Co-operative Credit Union League of Trinidad and Tobago
- o Ms. Josian H Joseph - Co-operative Credit Union League of Trinidad and Tobago
- o Mr. Aaron Amarsingh - Co-operative Credit Union League of Trinidad and Tobago

## 4.0 NOTICE, BROCHURES AND STANDING ORDERS

### 4.1 Brochure

The President advised that the brochures were circulated in advance of the meeting and he invited a motion from the floor to have the brochure taken as read. Mr. Ian Rawle Lange moved a motion that the brochure be taken as read, seconded by Ms. Neesha Hillerick and carried by the meeting.

### 4.2 Amendment to Agenda

The President moved a motion for the agenda on Page 7 of the brochure to be amended to read:

- 1) Call to Order (Supervisory)
- 2) Report of Credentials Committee
- 3) National Anthem
- 4) Credit Union Prayer / One Minute Silence
- 5) President's Welcome Remarks
- 6) Notice of Meeting/Amendment to Agenda
- 7) Minutes of 69<sup>th</sup> Annual General Meeting and Business Arising/  
Report of the Board of Directors
- 8) Election of Officers
- 9) Other 2019 Reports
  - Supervisory Committee
  - Credit Committee
  - Education Committee
- 10) Presentation of Audited Accounts 2019
- 11) Treasurer's Report 2019, Budget Proposals 2020
- 12) Elections Results
- 13) Recommendations
  - Dividends
  - Appointment of Auditors
- 14) Resolutions
  - Authorization to Borrow
  - Ratification of Purchase
- 15) Oath of Office
- 16) Closure

Acceptance of the amended agenda was seconded by Mr. Coleman Carrington and carried by the meeting.



### 4.3 Notice of the Meeting

Mr Lennard Moorley, Secretary of the Board of Directors read the Notice of the 70<sup>th</sup> Annual General Meeting. Mr. Moorley referred the meeting to the Notice which was circulated and which was published in two (2) daily newspaper (Trinidad Guardian and Newsday) in accordance with Bye-Law 18.

### 4.4 Standing Orders

The Secretary referred the meeting to Page 8 of the brochure and asked members to pay special attention to Standing Orders No. 12 and No. 13. The President asked for a motion for the acceptance of the Standing Orders. The motion was moved by Ms. Camille Carasquero, seconded by Mr. Coleman Carrington, and carried by the meeting.

## 5.0 MINUTES

### 5.1 Corrections/Omissions of the Minutes of the 69<sup>th</sup> Annual General Meeting

There were no corrections and omissions.

### 5.2 Confirmation of Minutes of the 69<sup>th</sup> Annual General Meeting

Confirmation of the Minutes was moved by Ms. Camille Carasquero, seconded by Mr. Coleman Carrington, and carried by the meeting.

### 5.3 Business Arising from Minutes of the 69<sup>th</sup> Annual General Meeting

There was no business arising.

## 6.0 REPORTS

### 6.1 Board Of Directors

Mr. Sandy asked for a motion for the adoption of the Board of Directors report. The motion was moved by Ms. Ingrid Richardson, seconded by Mr. Denie Joseph and carried by the meeting.

Mr. Moorley presented the Board of Directors report on pages 29 to 42. Mr. Moorley noted some of the highlights of the report.

The President asked for a motion to accept the Board of Directors report. The motion was moved by Ms. Camille Carasquero, seconded Mr. Coleman Carrington and carried by the meeting.

## 7.0 CONDUCT OF ELECTIONS

The President advised the meeting that the election of officers for the Supervisory Committee, Credit Committee and Board of Directors would be conducted by a team headed by Ms. Dianne Joseph, Chief Operating Officer of the Co-operative Credit Union League of Trinidad and Tobago.

**7.1** Ms. Dianne Joseph advised that the Credential (Supervisory) Committee reported that there were seventy-five (75) members present at the time of the election. Ms. Joseph introduced her team to the meeting and stated the guidelines and COVID- 19 protocols that must be observed for conducting the elections.

**7.2** Ms. Joseph explained that voting would take place electronically and explained

the procedure for voting. Incentivize Limited of No. 8 Gittens Street, Tacarigua was contracted to electronically facilitate the tallying of ballots.

### 7.3 Board Of Directors

Ms. Dianne Joseph asked three (3) times for further nominations. There were no further nominations and Ms. Joseph closed nominations for Board of Directors.

Elected to serve were Mr. Alfred Sandy, Mr. Vernon Toussaint, Mrs. Rosetta Bedeau and Ms. Lorna Maycock.

NAME VOTES	NOMINATED BY	SECONDED BY	
Mr. Denie Joseph	Ms. Ingrid Richardson	Mr. Ian Rawle Lange	36
Mr. Alfred Sandy	Ms. Camille Carasquero	Ms. Yentl Figaro-Chandler Simon	58
Mr. Vernon Toussaint	Ms. Camille Carasquero	Ms. Yentl Figaro-Chandler Simon	49
Mrs. Rosetta Bedeau	Ms. Camille Carasquero	Ms. Yentl Figaro-Chandler Simon	54
Ms. Lorna Maycock	Ms. Camille Carasquero	Ms. Yentl Figaro-Chandler Simon	43
Ms. Camille Carasquero	Mr. Denie Joseph	Mr. Hamilton Scoon	13

1<sup>st</sup> Substitute, Mr. Denie Joseph and 2<sup>nd</sup> Substitute Ms. Camille Carasquero.

### 7.4 Supervisory Committee

Ms. Dianne Joseph advised the meeting that Ms. Pauline Bartholomew and Ms. Charmaine Cambridge were not present but had sent in letters which indicated their willingness to be nominated to the Supervisory Committee in their absence. The letters were accepted by the meeting.

Ms. Dianne Joseph asked three (3) times for further nominations. There were no further nominations and Ms. Dianne Joseph closed nominations for the Supervisory Committee.

NAME VOTES	NOMINATED BY	SECONDED BY	
Ms Yentl Figaro-Chandler Simon	Ms. Eastlyn Haynes	Mr. Denie Joseph	40
Ms. Pauline Bartholomew	Ms. Eastlyn Haynes	Mr. Denie Joseph	32
Ms. Vanessa Jaikaran	Ms. Eastlyn Haynes	Mr. Denie Joseph	38
Ms. Neesha Hillerick	Ms. Eastlyn Haynes	Mr. Denie Joseph	41
Ms. Charmaine Cambridge	Ms. Eastlyn Haynes	Mr. Denie Joseph	21
Ms. Susan Nurse	Ms. Lorna Maycock	Mrs. Rosetta Bedeau	26

Elected to serve were: Ms. Yentl Figaro-Chandler Simon, Ms. Vanessa Jaikaran and Ms. Neesha Hillerick.

1<sup>st</sup> Substitute, Ms. Pauline Bartholomew and  
2<sup>nd</sup> Substitute, Ms. Susan Nurse.

### 7.5 Credit Committee

NAME VOTES	NOMINATED BY	SECONDED BY	
Ms. Vernon Toussaint	Mr. Alfred Sandy	Ms. Irma Telesford- Jameson	54
Mr. Hamilton Scoon	Mr. Alfred Sandy	Ms. Irma Telesford- Jameson	56
Ms. Lorna Maycock	Mr. Alfred Sandy	Ms. Irma Telesford- Jameson	52
Mr. Alfred Noel	Mr. Alfred Sandy	Ms. Irma Telesford- Jameson	61
Ms. Ingrid Jack	Mr. Alfred Sandy	Ms. Irma Telesford- Jameson	43
Ms. Camille Carasquero	Mr. Alfred Sandy	Ms. Irma Telesford- Jameson	27
Ms. Eastlyn Haynes	Ms. Camille Carasquero	Mr. Denie Joseph	29

Ms. Dianne Joseph asked three (3) times for further nominations. There were no further

nominations and Ms. Dianne Joseph closed nominations for the Credit Committee.

Elected to serve were, Mr Vernon Toussaint, Ms. Ingrid Jack, Mr. Hamilton Scoon, Mr. Alfred Noel and Ms. LornaMaycock.

1<sup>st</sup> Substitute, Ms. Eastlyn Haynes and 2<sup>nd</sup> Substitute, Ms. Camille Carasquero.

## 8.0 REPORTS (Continued)

### 8.1 Supervisory Committee

**8.1.1** Ms. Ms Yentl Figaro-Chandler Simon, Chairman of the Supervisory Committee presented the report.

**8.1.2** The President reminded the meeting that the brochure was taken as read earlier in the meeting.

**8.1.3** Ms. Yentl Figaro-Chandler Simon asked if there were any questions or clarifications required in the Supervisory committee report. There were no questions or requests for clarification.

**8.1.4.** Acceptance of the report was moved by Ms. Lorna Maycock, seconded by Ms. Ingrid Richardson, and carried by the meeting.

### 8.2 Credit Committee

The President invited Ms. Ingrid Jack, Secretary of the Credit Committee to present the report.

**8.2.1** Ms. Ingrid Jack presented the report and then asked if there were any questions or clarifications required in the Credit

Committee report. There were no questions or requests for clarification.

**8.2.2** The motion for the acceptance of the Credit Committee report was moved by Ms. Eastlyn Haynes, seconded by Ms. Cherilann Phillips and carried by the meeting.

### **8.3 Education Committee**

**8.3.1** The President advised the meeting that Ms. Lemour Joseph, secretary of the Education Committee asked to be excused because of a death in the family. Mr. Sandy invited Mr. Hamilton Scoon, Chairman to present the report.

**8.3.2** Mr. Hamilton Scoon, Chairman of the committee presented the report.

**8.3.3** Mr. Hamilton Scoon asked if there were any questions or clarifications required in the Education committee report. There were no question or requests for clarification.

**8.3.4** The motion for the acceptance of the Education report was moved by Mr. Patrick Hall seconded by Mr. Denie Joseph and carried by the meeting.

### **8.4 Auditor's And Treasurer's Reports, Audited Financial Statements And Budget**

**8.4.1** Mr. Sandy invited Mr. Clive Small, Treasurer to present the Treasurer's report, Audited Financial Statements and Budget.

#### **8.4.2 Statement Of Management's Responsibilities**

Mr Lennard Moorley, Secretary read the STATEMENT OF MANAGEMENT'S

RESPONSIBILITIES in its entirety in accordance with the requirements of the Institute of Chartered Accountants of Trinidad & Tobago.

#### **8.4.3 Auditor's Report**

Mr. Ramcharitar via email dated November 18<sup>th</sup>, 2020 stated that due to his own personal health requirements, he would not be able to attend such a large event. However, he would be available to deliver the report virtually, on whatever platform.

Mr. Clive Small, Treasurer asked for the pre-recorded video presentation of Mr. Leslie Ramcharitar, Auditor of Baker Tilly Montano Ramcharitar, Chartered Accountants to be presented to the meeting. Mr. Ramcharitar presented a pre-recorded statement of the following:

#### **The Auditors' Report stated, inter alia:**

**We have audited the financial statements of TWCUC Credit Union Co-operative Society Limited, which comprise the statement of financial position as at December 31, 2019, and the statement of comprehensive income, statement of changes in members' fund and reserves and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.**

**In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Society as at December 31<sup>st</sup>, 2019 and its**

**financial performance and its cash flows for the year then ended in accordance with International Financial Reporting Standards.**

#### **8.4.4 Treasurer’s Report & Budget Proposal**

**8.4.5** Mr. Small advised the meeting that the Treasurer’s report was from pages 71 to 112.

**8.4.6** Mr. Small highlighted various aspects of the report.

**8.4.7** Mr. Small made a correction on Page 112 of the brochure. He advised that the Total Income should be \$21,616,108 instead of \$24,616,108.

**8.4.8** Mr. Small presented the Budget for 2020 and asked if there were any questions or clarification from the floor. There were no question or request for clarification.

**8.4.9** Acceptance of the report was moved by Ms. Camille Carasquero, seconded by Ms. Ingrid Richardson, and carried by the meeting.

### **9.0 DESTRUCTION OF BALLOTS**

**9.1** Ms. Dianne Joseph invited a motion for the destruction of the ballots. The motion was moved by Mr. Ian Rawle Lange, seconded by Ms. Camille Carasquero, and carried by the meeting.

**9.2** Ms. Joseph congratulated the Society on the successful hosting of the 70<sup>th</sup> Annual General Meeting.

**9.3** Mr. Alfred Sandy thanked Ms. Joseph and her team for conducting the elections and the guidance provided leading to the 70<sup>th</sup> Annual General Meeting.

### **10.0 RECOMMENDATIONS**

Mr. Lennard Moorley, Secretary presented the Recommendations and Resolutions.

**10.1 Dividends** – The Board recommends to this 70<sup>th</sup> Annual General Meeting that dividends at the rate of three and three-quarter percent (3.75%) be declared for the year 2019 and that such sums be credited to members’ share account.

Moved by Mr. Lennard Moorley, seconded by Mr. Martin Mayers and carried by the meeting.

**10.2 Auditors** – The Board of Directors recommends to this 70<sup>th</sup> Annual General Meeting that the firm Baker Tilly Montano Ramcharitar of Mecalfab House, No. 92 Queen Street, Port of Spain be appointed auditors for the financial year 2020.

Moved by Mr. Lennard Moorley, seconded by Mr. Alfred Noel and carried by the meeting.

### **11.0 RESOLUTIONS**

#### **11.1 Authorization to Borrow**

Be it resolved that this 70<sup>th</sup> Annual General Meeting authorises the Board of Directors to borrow monies on behalf of the TWCU Credit Union Co-operative Society Limited from any approved source on such security and on such terms as it thinks fit and for such purpose that

it thinks necessary, providing that the total sum does not exceed one hundred and thirty-two million, three hundred thousand dollars (\$132.3 M)

Moved by Mr. Lennard Moorley, seconded by Ms. Camille Carasquero and carried by the meeting.

**11.2 Ratification of Purchase**

Be it resolved that this 70<sup>th</sup> Annual General Meeting ratifies a decision taken by the Board of Directors on September 25<sup>th</sup>, 2019 to purchase a parcel of land at No. 69 Frederick Street, Port of Spain at a cost of sixteen million, one hundred and seventy-two thousand, three hundred and ninety-five dollars and fifty cents (\$16,172,395.50), inclusive of Stamp Duty payable to the Board of Inland Revenue, Legal fees, and Valuation Report.

Moved by Mr. Lennard Moorley, seconded by Ms. Ingrid Jack and carried by the meeting.

**12.0 OATH OF OFFICE**

**12.1** Ms. Dianne Joseph administered the Oath of Office to all newly elected officers and sitting officers and Substitutes to the Board of Directors, Supervisory Committee and Credit Committee.

**13.0 ACKNOWLEDGEMENTS**

The President thanked Ms. Dianne Joseph and her team for conducting the elections. He also thanked all newly elected officers of the credit union, guests, caterers, sound system

technicians, manager, staff, and members present for their contributions and participation which were instrumental in making the Annual General Meeting a success.

**14.0 CLOSURE**

The President wished all a safe journey home and adjourned the meeting at 11:20 a.m.



\_\_\_\_\_  
**Lennard Moorley**  
**Secretary Board of Directors**

Confirmed on:

\_\_\_\_\_

Moved by:

\_\_\_\_\_

Seconded by;

\_\_\_\_\_

President’s Signature:

\_\_\_\_\_





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*Board Of Directors*

*"Stabilization For Future Growth"*

**2020**





## Board of Directors 2020

L-R Mr. Hamilton Scoon, Mr. Trevor Alleyne, Ms. Lemour Joseph, Mr. Alfred Noel, Mr. Patrick Hall, Ms. Lorna Maycock, Mr. Alfred Sandy, Mrs. Rosetta Bedeau, Mr. Clive Small, Ms. Camille Carasquero, Mr. Vernon Toussaint, Ms. Ingrid Jack

**Absent ( Mr. Lennard Moorley, Mr. Denie Joseph )**

## 1. INTRODUCTION

**1.1** The COVID -19 global pandemic in 2020 impacted on every facet of operations of human life throughout the world. The effects were felt in the areas of health, economics, politics, social and cultural aspects globally, regionally, and locally.

### 1.2 Global Economy

The emergence of the novel coronavirus (COVID-19) pandemic has triggered a global economic recession in 2020. Domestically, economic activity declined in the 1<sup>st</sup> quarter of 2020 due to a widespread contraction in the energy sector and a slowdown in non-energy activity. Headline inflation remained low and stable into the 1<sup>st</sup> three months of 2020, reflective of constrained consumer demand. *(Source: Excerpt from Central Bank of Trinidad & Tobago Economic Bulletin July 2020)*

### 1.3 Latin America & Caribbean

The Latin America and the Caribbean region will experience a contraction of -7.7% in 2020 but will have a positive growth rate of 3.7% in 2021, due mainly to a statistical rebound that will nonetheless be insufficient for recovering the economic activity levels seen prior to the coronavirus pandemic (in 2019).

According to the document by the Economic Commission for Latin America and the Caribbean (ECLAC), in a context of global contraction, Latin America and the Caribbean is the region in the developing world that has been hardest hit by the crisis stemming from COVID-19. In the decade prior to the pandemic, the region was on a low-growth trajectory, and in 2020 it faces an unprecedented combination of negative supply and demand shocks, which is

translating into the worst economic crisis in the last 120 years. *(Source: Excerpt from Economic Commission for Latin America and the Caribbean – December 2020)*

### 1.4 Trinidad & Tobago

Domestically, while the economy remained subdued during the third quarter of 2020, there were signs of resurgence in construction — notably public works and home repairs — as well as manufacturing. As the year comes to a close, there are also indications that a number of financial institutions and other private businesses are successfully adapting their processes to streamline operations and boost sales, notwithstanding the shadows cast by the pandemic.

Headline inflation remained contained, measuring 0.9 per cent in the 12 months to November 2020. However, there has been a notable uptick in food inflation to 5.1 per cent in November compared with 2.1 per cent in August, possibly related to Covid-19 disruptions in supply from domestic and imported sources.

COVID-19 mitigation measures disrupted Trinidad & Tobago's labour market during the first half of 2020. *(Source: Excerpts from Economic Bulletin. Central Bank of Trinidad & Tobago, December 2020)*

The Central Government operations registered an overall deficit of \$10.7 billion during the first nine months of the fiscal year (FY) 2019/20 (October 2019 - June 2020). *(Source: Excerpts from Economic Bulletin. Central Bank of Trinidad & Tobago, July 2020)*

Despite the challenges, a General Election was successfully held on August 2020 in

keeping with the Constitution of Trinidad & Tobago.

## 2. OUR CREDIT UNION

The Re-branding of the Society and launch of the new LOGO was held on January 31<sup>st</sup>, 2020 at the Calypso Lounge, Radisson Hotel, Wrightson Road, Port of Spain. There was a momentum of a new era which permeated the Society. This was stymied in March 2020 when the country was locked down which forced the Board to operate within the new normal.

Faced with the challenges of the pandemic, the Board instituted measures of sanitizing, temperature checks, social distancing, that kept the Society's staff and members safe from COVID -19. The Board also remained committed to ensuring that service to members were not unduly affected. The Board and committees met virtually and conducted the affairs of the Society.

The 70<sup>th</sup> Annual General Meeting had to be rescheduled from March 21<sup>st</sup>, 2020 to November 21<sup>st</sup>, 2020 because of restrictions on large gathering.

We are pleased to report, that in spite of the challenges faced, the Society recorded a successful year 2020. Your Board remained resolute in managing the affairs of the Society with prudence, sound decisions and at all times sought to protect the assets of the membership.

## 3. BOARD OF DIRECTORS

The Board of Directors for the 2020 – 2021 term:

- Mr. Alfred Sandy
- Mr. Vernon Toussaint
- Mr. Hamilton Scoon
- Mrs. Rosetta Bedeau
- Mr. Clive Small
- Ms. Lorna Maycock
- Mr. Trevor Alleyne
- Ms. Ingrid Jack
- Mr. Lemour Joseph
- Mr. Patrick Hall
- Mr. Alfred Noel
- Mr. Lennard Moorley

### Substitutes:

- Mr. Denie Joseph - 1<sup>st</sup> Substitute
- Ms. Camille Carasquero - 2<sup>nd</sup> Substitute

## 4. ELECTIONS

In accordance with Byelaw 24(a), a Special Meeting of the Board of Directors was held on November 21<sup>st</sup>, 2020, at the Torenia Hall, Centre of Excellence, Macoya Road, Tunapuna for the election of officers.

Ms. Yentl Figaro-Chandler Simon reported that the Supervisory Committee conducted their election of officers earlier that day (November 21<sup>st</sup>, 2020) and Officers elected were:

**Chairman - Ms. Yentl Figaro-Chandler Simon**  
**Secretary - Ms. Vanessa Jaikaran**

In accordance with Bye Law 28(a), the Credit Committee held its first meeting on

November 21<sup>st</sup>, 2020. Under the supervision of the Supervisory Committee at that meeting the following officers were elected to serve.

**Chairman: Mr. Vernon Toussaint**

**Secretary: Ms. Ingrid Jack**

The election of officers for the Board of Directors was conducted by the Supervisory Committee which was chaired by Ms. Yentl Figaro-Chandler Simon.

Officers elected for the 2020-2021 term were:

- Mr. Alfred Sandy      President
- Mr. Hamilton Scoon   Vice President
- Mr. Lennard Moorley   Secretary
- Ms. Lorna Maycock.   Assistant Secretary
- Mr. Clive Small      Treasurer
- 

## 5. MEETINGS

Meetings held by the Board of Directors during the year were:

TYPE OF MEETING	TOTAL
Statutory	11
Executive	03
Emergency	01
Special	11
Other	00
<b>TOTAL</b>	<b>26</b>

## 6. STATUTORY COMMITTEES

### 6.1 Credit Committee

During the reporting period, 1542 loan applications valued at \$ 24,937,034, were approved and 135 meetings were held.

Due to COVID-19, meetings scheduled for San Fernando and Tobago after March 12<sup>th</sup>, 2020 were suspended until further notice.

Despite COVID-19, the committee met regularly to provide financial counselling and to approve loan applications.

### 6.2 Education Committee

Mr. Hamilton Scoon, Vice President of the Board was appointed Chairman of this committee. The committee due to COVID-19 pandemic were unable to host courses and programmes.

1. The Annual Joseph Corbie SEA & Scholarship awards function was held on Friday 11<sup>th</sup> December 2020 via Hybrid (physical/virtual). Eighteen (18) successful students participated where fifteen (15) viewed virtually and three (3) were present physically.

The committee was unable to host the Annual David O'Brien CSEC Awards because of a delay surrounding the CSEC final results from the Caribbean Examination Council.

### 6.3 Supervisory Committee

Supervisory Committee, on the invitation of the Board of Directors, attended board meetings from time to time. The committee was represented by the Chairman. The



committee, during its tenure, made useful recommendations and observations to the Board.

## 7. ADMINISTRATION

**7.1** Mr. Richard Allan, former Manager, resigned effective February 29<sup>th</sup>, 2020. The Society advertised the position and on completion of the recruitment process selected Mrs. Shurla Mc Eachnie-Christmas as the Manager and Mrs. Mc Eachnie-Christmas joined the Society on September 15<sup>th</sup>, 2020. During the period February 17<sup>th</sup>, 2020 to September 15<sup>th</sup>, 2020, Mrs. Rosetta Bedeau, Director, acted as Manager. The Board expressed special thanks to Mrs. Bedeau for rendering her services during unprecedented times.

Mrs. Mc Eachnie-Christmas has brought to the Society a wealth of knowledge and experience having worked in the Credit Union and private sectors.

## 8.0 STRATEGIC PLAN

The Board recognized that there were challenges facing the Society which had to be confronted. These included COVID-19, an intense competitive financial environment, the slowing down of economic activity in the country and job losses.

The Board's task was to ensure, that notwithstanding the challenges ahead, the Society must remain relevant, making every member experience, a moment to be treasured.

Highlights of the revised Strategic Plan for 2018 - 2020 were:

- a) To increase Income
- b) Extension of the Membership Bond
- c) Rebrand the Credit Union
- d) New Services
- e) Develop Human Resource Capacity
- f) Demolition of Existing Buildings and Construction of a new Building at 105-107 Henry Street, Port of Spain
- g) Youth Development
- h) Promotion and Marketing of the Society

### 8.1.1 To Increase Income

a) The Society introduced new types of loans in 2020, Seasonal and continued with the Back to School Loans. These loans were well received by the membership and the Society had good reviews.

b) The Board developed strategies to reduce delinquency and to improve the collection of doubtful debts. The amount recovered in 2020 was **Four Hundred and Eighty-nine Thousand One Hundred and Eighty-two Dollars (\$489,182.00)**.

c) The Society increased the collection of doubtful debts in 2020 in comparison to previous years due to implementation of more effective initiatives. Delinquent members were referred to the Commissioner for Co-operative Development, a contractor was hired for debt collection, referrals to two debt collection agencies and vehicles were re-possessed under our amended Delinquency policy.

d) The Board was prudent in investing in financial organisations that were sound, stable and profitable. The Board also invested in bonds that were offered by the Government of Trinidad & Tobago.

### **8.1.2 Increase Membership**

The Society amended the Byelaws in 2019 to open the membership bond.

The Society faced challenges in growing the membership in 2020 because of the inability to go out and meet and discuss the benefits and services offered by the Society with interested individuals. The Society resorted to social media and on-line marketing.

### **8.1.3 TWCU Health Plan And Life Insurance Coverage**

The Society negotiated the Health Plan and Life Insurance Coverage with CIC Insurance Brokers Limited, No. 122-124 Frederick Street, Port of Spain and received approval for members who were over sixty-five (65) years to be allowed to join the TWCU Health Plan and Life Insurance coverage during the first three (3) months of the launch of the plan. The Society considered this to be of great significance since these members would not be allowed to join any Health Plan under normal circumstances.

The Health Plan was launched in April 2020 and was advertised in newspaper, social media platforms and TWCU website. The Society also had competitions and incentives which attracted our members who eagerly joined the TWCU Health Plan and Life

Insurance Coverage. Also, new members joined the Society to have access to the Health Plan and Life Insurance coverage.

The Board would like to encourage all members to join the plan and to maintain monthly payments of premiums on a timely basis as well as payment to Share accounts.

### **8.1.4 Rebrand the Credit Union**

In 2019, a Re-branding Task Force was formed to develop plans and strategies for execution in the re-branding of the Society.

The Society considering the rapidly changing operating environment, particularly within its original common bond, embarked on a re-branding exercise. The first phase was changing of the name of the Society from Telephone Workers' Credit Union Co-operative Society Limited to TWCU Credit Union Co-operative Society Limited. This was one of the Strategic goals in the 2018-2020 Strategic Plan to maintain membership and attract new and potential members.

The Society began 2020, with a sense of expectancy, with a Re-Branding ceremony held on January 31<sup>st</sup>, 2020 at the Radisson Hotel, Wrightson Road, Port of Spain. At this ceremony, the new Name and LOGO of the Society was unveiled by Ms. Angela Mc Kenna, Commissioner for Co-operative Development (Ag) and Mr. Alfred Sandy, President, TWCU Credit Union Co-operative Society Limited.

Amongst the invited guests were Mr. Joseph Remy, President of the Co-operative Credit

Union League of Trinidad & Tobago (CCULTT), Ms. Dianne Joseph, Chief Operating Officer (CCULTT).

### **8.1.5 70th Anniversary Commemoration**

The Committee had formulated plans to celebrate the 70<sup>th</sup> Anniversary of our Society but these had to be curtailed due to COVID-19. However, on May 25<sup>th</sup> 2020, a Commemorative Advertisement was published in the Trinidad Guardian and Newsday daily newspapers with a message from the President Mr. Alfred Sandy and a radio interview on 195.5fm with Mr. Trevor Alleyne, Director, in which they highlighted a brief history of the Society and the benefits and services that were provided to members.

### **8.1.6 New Services**

The Society embarked on providing members with easy access to conduct business and new products and services as follows:

- a. Online Services
- b. Deposit Services at First Citizens Bank
- c. Group Health Plan for members.
- d. Online payee services at the Commercial Banks: First Citizen, Scotiabank, and Royal Bank of Canada.

### **8.1.7 Information Technology**

- a) The Society had to purchase two (2) new servers because the existing servers were unstable and caused a degradation of service. The old servers were in operation for over seven (7) years.
- b) The Society also engaged Softcom Limited to upgrade the CUMME system.

This upgrade will allow for improved online services in 2021.

### **8.1.8 Develop Human Resource Capacity**

#### **8.1.8.1 Staff Negotiations**

The Society successfully concluded negotiation with the Banking, Insurance and General Workers Union (BIGWU) on behalf of the Society's staff for the periods, 2016 to 2018 and 2019 to 2021.

#### **8.1.8.2 Staff Training and Development**

The Society's plan to develop staff was curtailed because of COVID-19 and measures taken by Ministry of Health to prevent the spread of the virus.

Staff members participated in the following course (virtually). This course was compulsory based on the Finance Intelligence Unit Act.

- NEM Leadership Consultants – AML & Counter Financing of Terrorism

#### **8.1.8.3 Board and Committees Training & Development**

The Board and Committee members participated virtually in the listed courses:

- AML & FIU Compliance Training - NEM Leadership Consultants
- Report & Minute Writing
- Understanding Financial Statements

### **8.1.9 Design & Build 105-107 Henry Street Office**

Members of the Building Committee were:

Mr Alfred Sandy	Chairman (President)
Mr Hamilton Scoon	Member (Vice President)
Mr. Lennard Moorley	Secretary to the Committee
Ms. Lorna Maycock	Member(Asst Secretary to the Board)
Mr. Clive Small	Member (Treasurer)
Mr. Trevor Alleyne	Member (Director)
Mr. Shamshad Mohammed	Specialist Advisor

The committee held scheduled meetings each month with Lauriston Lewis Associates Limited (LLAL), Project Manager, to monitor and take critical decisions relevant to the progress of the project. The details of progress in 2020 have been as follows:

- a) Daleem General Contracting Limited (DGCL) was awarded the contract to construct the electrical kiosk based on tender and evaluations conducted by Lauriston Lewis Associates Limited (LLAL). The cost of construction of the electrical kiosk was \$306,060.04 (VAT Inclusive). Work on the Kiosk was completed on February 28<sup>th</sup>, 2020.
- b) Town & Country Planning Division granted approval for the Society to carry out development of land situate at Nos. 105 to 107 Henry Street, Port of Spain in accordance with the proposals set out in the application dated October 29<sup>th</sup>, 2019.
- c) The Society received the Building Permit from the Port of Spain Corporation on November 17<sup>th</sup>, 2020. Approvals were also received from the Trinidad and Tobago Fire Services and the Water & Sewerage Authority.
- d) The Tender for the Main Building was awarded to Alpha Engineering & Construction Limited, Lot 12-14 El Socorro Extension South, San Juan following tendering and evaluations conducted by LLAL and approved by the TWCU Board. The cost of construction was \$23,900,794.00 VAT Exclusive.
- e) The contract for construction was signed by TWCU Co-operative Society Limited and Alpha Engineering & Construction Limited on November 26<sup>th</sup>, 2020. The Sod was turned on December 14<sup>th</sup>, 2020 by Mr. Alfred Sandy President, Mr. Vernon Toussaint, Director, Mr. Murchison Brown, Former Mayor, Port of Spain Corporation and Mr. Matthew Deveaux, Managing Director, Alpha Engineering & Construction Limited.
- f) Construction commenced on December 7<sup>th</sup>, 2020 and the building is expected to be completed in fourteen (14) months by February 2022.

### 8.1.10 Youth Development

#### Highlights of the Youth Arm activities in 2020.

- a) The Youth Arm hosted Virtual seminars during Credit Union month in October 2020. Guest speakers were invited to address the Youths.
- b) A recommendation was made by the Youth Development Committee to the Board for two (2) laptops to be donated to two (2) youth members who were in need of online education support. The Board approved the recommendation, and the presentation was expected to be made in 2021.

### 8.2 Sub-Committees

Sub-Committees appointed by the Board in furtherance of the business of the Society were:

- Finance and Investment
- Human Resources and Industrial Relations
- Education
- Public Relations and Marketing
- Information Technology
- Byelaws and Membership
- Policies & Procedures Review
- Building
- Youth Development
- Delinquency

These Sub-Committees met virtually during the year to conduct business and reported to the Board as required.

### 8.3 Member/Community Support

#### 8.3.1 Donations

In keeping with our social responsibility, the Board provided support to religious, sporting, and cultural organisations. The total sum expended was **Thirty-four Thousand and Thirty-five Dollars (\$34,035.00)**

#### 8.3.2 National Schools Choral Speaking Competition

The Board, in collaboration with the Ministry of Education in 2019 commenced plans to resume the National Choral Speaking Competition in 2020. However, due to COVID-19 and the closing of all schools from March 2020 to the end of 2020, this competition had to be put on hold pending approval from the Ministry of Education.

### 8.4 Tobago Update

This annual forum to provide an update of the 70<sup>th</sup> Annual General Meeting was scheduled to be convened on December 6<sup>th</sup>, 2020 at the Magdalena Grand Hotel, Lowlands, Tobago. This event had to be cancelled due to unforeseen circumstances.

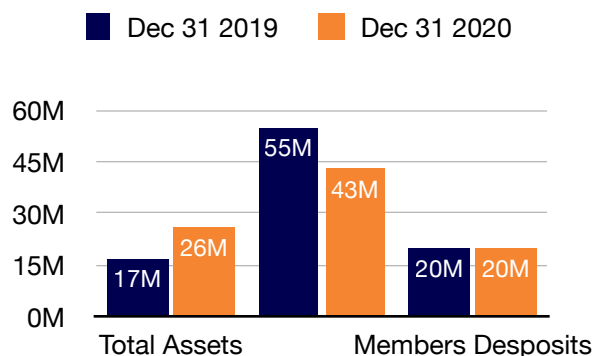
### 8.5 Financial Overview

The Society's accounts were prepared in accordance with IFRS 9. The Society hired Mr. Pooran Pardassie, Pardassie Chartered Accountants to assist in the preparation of the



financials to ensure that the Society was IFRS 9 compliant.

Comparison of 2019 to 2020 is as follows:



## 8.6 Membership

As at December 31<sup>st</sup>, 2020 the membership stood at five thousand, five hundred and eighty-one (5581). There were two hundred and fifty-eight (258) resignations and twenty-seven (27) deceased members.

## 8.7 Affiliated Organisations

### a) North West Regional Chapter of Credit Unions (NWRC)

The Society maintained its affiliation to the NWRC and supported its social and educational programs.

### b) Co-operative Credit Union League of Trinidad and Tobago (CCULTT)

The CCULTT is the umbrella body for credit unions. The Society continued to be an affiliate to this body. The Society participated in meetings which were few due to the pandemic.

The CCULTT provided assistance and supported the Society in getting approval

for conducting of the 70<sup>th</sup> Annual General Meeting. The League also held training programmes virtually.

### c) CUNA Caribbean Insurance

CUNA provided members with Life Savings and Loan Protection (LS & LP) insurance coverage. The Society continued to receive settlements from CUNA on behalf of beneficiaries of deceased members. Letters of Administration not finished.

The Society has continued to encourage members to enroll in the CUNA Family

Indemnity Plan (FIP) which is designed to provide financial support to families in the event of death. Nominated beneficiaries received timely settlements on their claims.

The Board implemented a project to have members update their Nomination of Beneficiaries Form. The Board exhorts all members to ensure that your Beneficiary Nomination Form is up to date. Check the Society's website or call the Office for further information.

FIP certificate holders as at 31<sup>st</sup> December 2020 stood at seven hundred and seventy-five (775). There were thirty (30) claims submitted in 2020.

### d) Banking, Insurance and General Workers Union (BIGWU)

The Society maintained a professional and cordial working relationship with the

employees' representative with an aim to maintain a comfortable and productive working environment for our staff. During the year, the Board supported special activities of BIGWU.

**e) Telecommunications Services of Trinidad and Tobago Limited (TSTT)**

The Board, and on behalf of members, expresses sincere thanks and appreciation to the Management of TSTT for services rendered, as well as the ongoing goodwill to use the Company's premises to conduct credit union business.

**f) Central Finance Facility (CFF)**

Affiliation was maintained with the CFF. As at December 31<sup>st</sup>, 2019 our share savings with the Facility stood at one hundred thousand (\$100,000.00) dollars.

**g) Co-operative Development Division**

The Society sincerely thank the Commissioner for Co-operative Development and Co-operative Officers for the guidance and advice during the year.

**h) Trinidad & Tobago Deposit Insurance Fund Co-operative Society Limited (TTDIF)**

The Society maintained its membership in the TTDIF. The facility is intended to act as a safety net for credit unions in the event of insolvency.

**8.8 Financial Intelligence Unit (FIU)**

**8.8.1 Anti-Money Laundering and Counter Terrorism Financing (AML/CFT) Compliance Initiatives**

- a) The process in accepting new members was revised and updated as per recommendations from the FIU and was implemented in November 2020.
- b) AML/CFT annual mandatory training was conducted for Board, Committees, and staff members.
- c) Internal controls continued to be closely monitored in 2020 for members depositing cash.
- d) The Society complied with the amendments required as set out by the FIU during 2020.

**8.9 Obituaries**

The Board noted with sadness our members who passed during 2020 and extended condolences to the bereaved families on the passing of their loved ones.

- Mr. Anthony Gillespie
- Mr. Wayne Cordner
- Mrs. Mary Morris
- Mr. Bernard St. John
- Ms. Safiyyah Mohammed
- Mrs. Glen Matthew
- Ms. Whitney Creese
- Mrs. Dawn De Bellot
- Ms. Florence Mc Kenzie
- Mr. Ricardo Acosta
- Mr. Eugene Nicholas
- Mr. Jason Baptiste
- Mrs. Gemma Reyes
- Mr. Puran Samaru

- Mr. John Cox
- Mr. John Broomes
- Mr. Richee Poliah
- Mr. Peter Mitchell
- Mr. Duane Graham
- Mr. Dave Mc Neil
- Mr. Kenneth Phillip
- Mrs. Hyacinth George-Boyce
- Mr. Anthony Graham
- Mr. Ramon Boodoram
- Ms. Umilta Marshall
- Mr. Stephen Stowe
- Mr. Selwyn Sobers

### 8.10 Projections

The Board recommits to improving services to our members, to seek the best return on investments, to maintain prudent financial practices and to implement procedures and controls in *Stabilizing The Society For Future Growth*. The Society is in the process of reviewing the Strategic Plan for 2021 – 2022.

The Projections for 2021:

1. Finalise Strategic Plan for 2021 -2022
2. Increase Income
3. Expand use of Information, Communication Technology (ICT) to allow for efficient operations and service delivery.
4. Implement new creative approaches in conducting the Society's business.
5. Continue the process for the rebuilding of a new modern facility at 105-107 Henry Street, Port of Spain
6. Establish satellite offices

7. Building the Human Capacity
  - a) Leverage on online learning.
8. Continue Marketing of the Society
9. Continue development of the youth membership.
10. Develop and implement plans to decrease Delinquency.
11. Participate in all discussions relative to proposed changes to the governing legislation for credit unions.
12. Ensure that the Society remains compliant with all requirements of the Financial Intelligence Unit.
13. To improve the methods of communication with the general membership.

### 9.0 CONCLUSION

The Board records a hearty thank you to Almighty God for His mercy, grace, and blessing especially during the past year.

I wish to express sincere thanks to the Board of Directors, Supervisory, Credit and Education committees, Sub-Committees, Manager, and staff for their valued contributions throughout the year.

Co-operatively yours,



**Lennard Moorley**  
Secretary

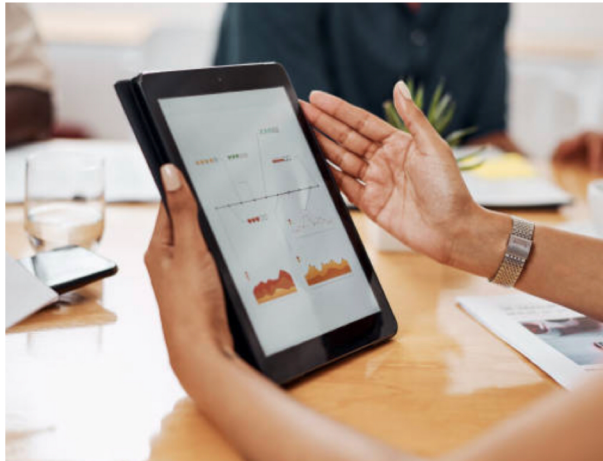


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*Supervisory Committee Report*  
*“Stabilization For Future Growth”*

**2020**





## Supervisory Committee 2020

**L - R Susan Nurse, Vanessa Jaikaran, Ms. Yentl Figaro-Chandler-Simon,  
Neesha Hillerick , Ms. Pauline Bartholomew**

## 1.0 INTRODUCTION

The Supervisory Committee in keeping with Bye-Law 29.2 (b) of the Bye-Laws of the Society respectfully submits this annual report on the affairs of the TWCU Credit Union Co-operative Society Limited (TWCU/ Society) during its tenure, for the consideration of the 71<sup>st</sup> Annual General Meeting (AGM).

The primary objective of the Committee, in accordance with Bye-Law 29 of the Bye-Laws of the Society is to keep itself fully informed of the financial condition of the Society.

## 2.0 CORONAVIRUS DISEASE (COVID-19) PANDEMIC

The year 2020 was an unprecedented one which called for an immediate shift in the way we live and operate. The COVID-19 pandemic greatly impacted our lives, livelihood, country and economy; it spared no country or segment of society. However, through the swift and comprehensive actions of the Board, the financial risks posed by the pandemic were effectively managed.

### • Deferment of the 70<sup>th</sup> AGM

In accordance with the requirements of Bye-Law 18 of the Bye-Laws of the Society, the 70<sup>th</sup> AGM was scheduled to be hosted on March 21, 2020 at Hilton Trinidad and Conference Centre. However, as a result of the measures effected by the Government of Trinidad and Tobago (GOTT), in response to



Vanessa Jaikaran  
Secretary

the pandemic, the scheduled 70<sup>th</sup> AGM was deferred.

Notwithstanding, the 70<sup>th</sup> AGM was hosted (November 21, 2020) at the Torenia Hall, Centre of Excellence as soon as it was deemed safe to do so by the Health Officials. However, given the health protocols still in effect, the AGM was required to be conducted within ninety (90) minutes. Nevertheless, in accordance with Bye-Law 22 of the Bye-Laws of the Society, all requirements of the AGM were successfully completed.

### • Deferred Election of Officers

As a consequence of the postponed 70<sup>th</sup> AGM, the election of Officers was not conducted until the very end of this financial period. However, given the critical nature of the duties and responsibilities of all outgoing Officers, it was necessary that these outgoing Officers continued conducting their functions until the 70<sup>th</sup> AGM was held.

These outgoing Officers were as follows:

**Board of Directors :**

Mr. Alfred Sandy	President
Ms. Lorna Maycock	Assistant Secretary
Mr. Vernon Toussaint	Member
Ms. Rosetta Bedeau	Member
Mr. Denie Joseph	1 <sup>st</sup> Substitute
Ms. Reina Frampton-Timothy	2 <sup>nd</sup> Substitute

**Supervisory Committee :**

Ms. Yentl Figaro-Chandler Simon	Chairperson
Ms. Eastlyn Haynes	Secretary
Ms. Pauline Bartholomew	Member
Ms. Neesha Hillerick	1 <sup>st</sup> Substitute
Ms. Vanessa Jaikaran	2 <sup>nd</sup> Substitute

**Credit Committee :**

Mr. Vernon Toussaint	Chairman
Ms. Ingrid Jack	Secretary
Ms. Lorna Maycock	Member
Mr. Alfred Noel	Member
Mr. Hamilton Scoon	Member

Mr. Tristan Alleyne	1 <sup>st</sup> Substitute
Ms. Camille Carasquero	2 <sup>nd</sup> Substitute

• **Deferred payment of dividends**

Due to the deferred 70<sup>th</sup> AGM, approval of dividends by the membership was not attained until November 21, 2020. As such, payment of dividends occurred at the end of November 2020.

• **Financial Risks**

In light of COVID-19, TWCU faced additional credit, market and operational risks for its financial activities. The COVID-19 pandemic had an adverse impact on TWCU's equity investments as well as triggered increased credit losses related to the Society's loan portfolio. Further to this, there was a notable decline in loan applications during this period which also contributed to TWCU's relatively subdued profitability. However, despite the challenges posed by the pandemic, TWCU had sufficient resources to meet its liquidity requirements and maintained a robust balance sheet.

During the initial stages of the pandemic, TWCU immediately responded to changing circumstances which increased operational vulnerabilities into its processes. The change to shift work and shorter business hours added a level of disruption to the Society's operations. Nevertheless, due to the astute leadership of the Board and Management there was no material adverse impact to TWCU's operations during this period.



### 3.0 ELECTED MEMBERS

At the 70<sup>th</sup> Annual General Meeting held on November 21, 2020 at the Torenia Hall, Centre of Excellence, the following members were elected to serve on the Supervisory Committee in accordance with Bye-Law 29.1 of the Bye-Laws of the Society:

**Members :**

Ms. Vanessa Jaikaran	
Ms. Neesha Hillerick	
Ms. Yentl Figaro-Chandler Simon	

**Substitutes :**

Ms. Pauline Bartholomew	1 <sup>st</sup> Substitute
Ms. Susan Nurse	2 <sup>nd</sup> Substitute

At the first meeting subsequent to the 70<sup>th</sup> AGM, the Committee members elected the following persons to serve in the following positions:

### 4.0 ELECTION OF OFFICERS

<b>Chairman</b>	Ms. Yentl Figaro-Chandler Simon
<b>Secretary</b>	Ms. Vanessa Jaikaran

#### 4.1 Board of Directors

The Supervisory Committee conducted the elections for the Executive Officers of the Board of Directors on November 21, 2020 in

accordance with Bye-Law 24 (a) of the Bye-Laws of the Society. The following Officers were elected to serve in the following positions:

<b>President</b>	Mr. Alfred Salandy
<b>Vice President</b>	Mr. Hamilton Scoon
<b>Secretary</b>	Mr. Lennard Moorley
<b>Assistant Secretary</b>	Ms. Lorna Maycock
<b>Treasurer</b>	Mr. Clive Small

#### 4.2 Credit Committee

The Supervisory Committee conducted the elections of Officers for the Credit Committee on November 21, 2020 in accordance with Bye Law 28(a) of the Bye-Laws of the Society. Officers elected were as follows:

<b>Chairman</b>	Mr. Vernon Toussaint
<b>Secretary</b>	Ms. Ingrid Jack

### 5.0 MEETINGS

#### 5.1 Supervisory Committee Meetings

The Supervisory Committee held virtual monthly meetings to review, discuss and execute its planned activities during the period.

#### 5.2 Supervisory Committee Meetings

The Supervisory Committee was represented by the Chairperson at Statutory Board and Special Board meetings. This allowed the

Committee to keep abreast of the operational and financial decisions and strategies of the Board.

## 6.0 GENERAL ACTIVITIES

### 6.1 Financial Statements

In accordance with Bye-Law 29.2 (a) of the Bye-Laws of the Society and keeping with our mandate, the monthly financial statements were examined and attested to. The Committee provides reasonable assurance that the financial information reviewed were free from material misstatements.

### 6.2 Cash Accountability

The Committee carried out unannounced cash audits during the period. Additionally, the Committee also assessed the process and controls regarding the Society's cash and cheque management system. There were no violations or inconsistencies found.

### 6.3 Loan Applications & Delinquency

During the period, random perusal of members' loan applications, including those for Board and statutory committee members, were completed.

As also highlighted in the Committee's report to the 70<sup>th</sup> AGM, the Committee observed instances of non-compliance with requirements outlined in the Society's Loan Policy during this financial period. Non-compliance with the following sections of the Loan Policy were noted:

#### *Section 4.2*

- This Section requires that a loan application must be submitted with the following documents:
  - ▶ Utility bill (not older than 3 months)
  - ▶ Two forms of picture identification (Passport, Driver's Permit or National Identification)
  - ▶ Current pay slip or any other document deemed necessary by the Credit Committee or Board of Directors

#### *Section 17.1*

- This Section states that for House Renovation/Repairs "*an estimate of repairs shall be provided. Loan application form shall specify if partial or to complete renovation/repairs. If partial, an estimate of completion renovations/repairs shall be submitted*".

#### *Section 17.2*

- This Section requires that "*applications must be supported by documented evidence or quotation*" for legal transactions and tuition expenses.
- These findings were again forwarded to the Board which indicated that the matter will be addressed by the Credit Committee. It should be highlighted that similar points were also raised by TWCU's External Auditors via their 2019 Management Letter.

Delinquency has an adverse impact on the Society's financial performance and thus

directly impacts each individual member. The Committee commends the Board and Management for vigorously attempting to recover outstanding debt but urges the Board that, especially in light of this uncertain economic climate, greater due diligence and compliance with the Society’s approved Loan Policy is required.

**6.4 Education Committee**

The Board of Directors in accordance with Bye-Law 30.1 of the Bye-Laws of the Society, appointed the following members to serve on the Education Committee:

<b>Convener</b>	Mr. Hamilton Scoon
<b>Secretary</b>	Ms. Lemour Joseph
<b>Members</b>	Ms. Ingrid Richardson  Ms. Camille Carasquero  Mrs. Irma Teleford Jameson
<b>Co-opted Members</b>	Mrs. Paula Coward-Paul  Ms. Jerry-Lyn Mullings  Ms. Lisamarie Ramsome  Mr. Alex Thomas  Ms. Tennille Alleyne

The COVID-19 pandemic negatively impacted the ability of the Education Committee to execute its planned programmes during this period. However, the Education Committee indicated that there will

be online/virtual programmes offered to the membership from 2021.

Notwithstanding, the Education Committee successfully hosted the “Joseph Corbie S.E.A. and Scholarship Awards” on December 11, 2020. Due to the required health protocols, a “hybrid ceremony” was held; in which the three scholarship winners physically attended the ceremony whilst all other winners participated using Zoom.

The Supervisory Committee thanks the Education Committee for their commitment to serving the membership.

**6.5 Building Project**

The Building Committee continued to work tirelessly during this period and must be commended. The milestones achieved during the period included:

**Approval from Port of Spain Corporation**

- The Corporation Building Permit for the TWCU Main Building located at 105-107 Henry Street, Port of Spain was approved on November 17, 2020.

**Signing of Contract**

- The contract for the construction of the main building at 105-107 Henry Street, Port of Spain was signed with Alpha Engineering and Construction Limited on November 26, 2020.
- Total contractual sum was \$23.9M (vat exclusive)



### **Construction of the Building**

- Approval was granted to Alpha Engineering & Construction Limited to commence construction from December 7, 2020.

The building is scheduled to be completed on or before February 7, 2022.

However, the Committee faced challenges with receiving variance reports/analysis concerning the costs related to the Building project. The Treasurer gave verbal assurance that the project is on track. However, due to requested information not being forthcoming, the Committee was unable to conduct its independent checks. Therefore, in keeping with proper corporate governance principles, and in order to ensure that there are no excessive cost overruns, the Committee reminds the Board that it is critical that requested information be submitted in a timely manner so that the Committee can effectively fulfill its mandate.

### **6.6 Acquisition of Land**

A parcel of land located at # 69 Frederick Street, Port of Spain was acquired at a cost of sixteen million, one hundred and seventy-two thousand, three hundred and ninety-five dollars and fifty cents (\$16,172,395.50), inclusive of Stamp Duty payable to the Board of Inland Revenue, legal fees and Valuation Report.

This land will be used as a car park to generate further income for the Society. However, during this financial period the necessary refurbishment works were

conducted and thus the car park will be functional from the next financial period.

### **6.7 Compliance with Anti-Money Laundering and Combatting the Financing of Terrorism (AML/CFT) Legislation and Guidelines**

The Supervisory Committee commends the Board for its commitment in ensuring that the Society complies with the AML/CFT obligations. The Board, statutory committee members and staff received the mandatory AML/CFT compliance training during the period.

### **6.8 Management Letter**

The Committee faced challenges with receiving the Board's response to the Management Letter for the financial period ending December 31, 2019. The Committee requested the Board's response on several occasions during the period but the Board's response was not yet received as at the end of the period under review. The Committee also notes that this was also a challenge faced during the last financial period.

The Committee reminds the Board that the recommendations presented in the Management Letter provides insight into deficiency issues and thus will assist with strengthening the Society's internal controls. Therefore, the Supervisory Committee urges the Board to place greater importance on reviewing the Management Letter so that the necessary controls required can be implemented in order to strengthen or

alleviate vulnerabilities found in the Society's processes in a timely manner.

## 7.0 TRAINING AND DEVELOPMENT

Members of the Supervisory Committee participated in the following training programs:

- Members Vanessa Jaikaran and Neesha Hillerick attended the 'Report Writing' workshop conducted by the Cooperative Credit Union League on September 3<sup>rd</sup>, 2020 via Google Meet.
- The Chairperson, Yentl Figaro-Chandler Simon, Secretary of the Committee, Ms. Eastlyn Haynes, members Vanessa Jaikaran and Neesha Hillerick attended the seminar titled "Understanding Financial Statements" conducted by the Co-operative Credit Union League on September 8, 2020 via Google Meet.
- The Chairperson, Yentl Figaro-Chandler Simon and the Secretary, Eastlyn Haynes, of the Committee, attended the workshop titled 'The Audit Role of the Supervisory Committee' conducted by the Cooperative Credit Union League on October 20, 2020 via Google Meet.
- The Chairperson, Yentl Figaro-Chandler Simon attended the seminar titled 'Reading & Understanding Credit Union Financial Statement' conducted by the Institute of Chartered Accountants of Barbados (ICAB) Secretariat on October 20, 2020 via Zoom.

- All members of the Supervisory Committee attended the mandatory Anti-Money Laundering, Counter Financing of Terrorism (AML/CFT) training on November 4, 2020. This training was conducted by NEM Consultants via WEBEX.

## 8.0 FURTHER RECOMMENDATION

The Supervisory Committee also recommends the following:

- Greater resources be placed on strengthening TWCU's online facilities. Especially in light of the challenges posed by COVID-19, it is critical that the Board establishes secured and reliable alternatives to allow the membership easier and greater access to the Society's financial services;
- Formation of a Nomination Committee to ensure that members with the requisite skill sets and/or experience are presented to the membership for elections. This will also enable the membership to have a better knowledge of the person(s) who is/are volunteering to serve the Society; and
- Establish and implement a well-documented succession plan to ensure that TWCU always has the leadership in place, particularly if there is a sudden change.

## 9.0 CONCLUSION

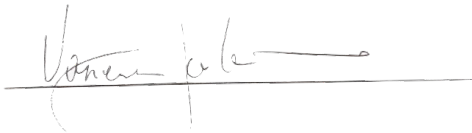
The Committee commends and thanks the Board for their continued diligence during this increasingly challenging economic landscape. Although the years ahead may hold many unprecedented challenges, the Committee is confident that the Board will

continue to pursue opportunities for growth and create sustainable long-term value for the membership.

The Committee sincerely thanks the membership for the confidence placed in us and we wish all members good health, strength and success in the years to come.

Finally, to the members of the Board, statutory committees, other committees and staff, we thank you for your dedication to duty during this very challenging year, your professional disposition, and for making our year a successful one.

**Respectfully submitted,**

A handwritten signature in black ink, appearing to read 'Vanessa Jaikaran', is written over a horizontal line.

**Ms. Vanessa Jaikaran**  
**Secretary**



# *Credit Committee Report*

*"Stabilization For Future Growth"*

**2020**





## Credit Committee 2020

**L - R Vernon Toussaint, Lorna Maycock, Camille Carasquero, Alfred Noel ,  
Ingrid Jack, Eastlyn Haynes, Hamilton Scoon**

## 1.0 INTRODUCTION

**1.1** I am honored to present this report on behalf of the Credit Committee for the period January 1<sup>st</sup> to December 31<sup>st</sup>, 2020.

**1.2** At the 70<sup>th</sup> Annual General Meeting of TWCU Credit Union Co-operative Society Limited, held on Saturday, November 21<sup>st</sup> 2020 at the Torenia Hall, Centre of Excellence, Macoya Road, Tunapuna. The following persons were elected to serve on the Committee for the 2020/2021 term.

Members:-

Mr. Vernon Toussaint

Mr. Alfred Noel

Mr. Hamilton Scoon

Ms. Lorna Maycock

Ms. Ingrid Jack.

Ms. Eastlyn Haynes (1<sup>st</sup> Substitute)

Ms. Camille Carasquero (2<sup>nd</sup> Substitute)

**1.3** In accordance with Bye Laws 28(a), of the Society's Bye Law, the Committee held its first meeting after the Annual General Meeting under the supervision of the Supervisory Committee. At that meeting the following officers were elected to serve.

Chairman Mr. Vernon Toussaint

Secretary Ms. Ingrid Jack



Ingrid Jack  
Secretary

## 2.0 MEETINGS

**2.1** During the first quarter of this reporting period, the Committee held twenty-three (23) rostered meetings. Twenty (20) at its Head Office, two (2) at San Fernando and one (1) at Tobago.

**2.2** From March 12<sup>th</sup> 2020, due to the Coronavirus (COVID-19) pandemic the Credit Committee's 2020 rostered meetings scheduled to be held at TWCU Head Office, San Fernando and Tobago were suspended until further notice.

Strategies and measures are being discussed and put in place in accordance with the new normal that will enable the Committee to reach out and assist our valued membership moving forward.

**2.3** One hundred and thirty-five (135) scheduled meetings were held instead on Tuesdays, Wednesdays, Thursdays and Fridays (if the need arose) at TWCU Head Office from 10:00 a.m. to 4:00 p.m., where



members' loan applications and letters were reviewed and approved.

**2.4** Financial counselling and advice was given, via telephone, or by appointment at TWCU office, when necessary.

### **3.0 TRAINING & DEVELOPMENT**

During the period under review, members of the Credit Committee attended training sessions and/or seminars, which were mentioned in the Board of Director's Report.

### **4.0 LOANS**

#### **4.1 Summary of Loan Application transactions for 2020 compared with those of 2019 and 2018.**

*See the comparisons in the Total Loan Transaction table below (item 4.2)*

##### **4.1.1 Loan applications received**

One thousand, six hundred and three (1,603) loan applications valued at twenty-five million, nine hundred and thirty-two thousand, three hundred and thirty-four dollars (\$25,932,334), were received during the reporting period. A significant decrease was reflected when compared to the amount of loan applications received and their corresponding values, during 2019 and 2018.

##### **4.1.2 Loan Applications Approved**

During the reporting period, one thousand, five hundred, and forty-two (1,542) loan applications valued at twenty-four million, nine hundred and thirty-seven thousand and thirty-four dollars (\$24,937,034), were

approved. When compared with the approved loan applications of 2019 and 2018 the decreasing trend continued.

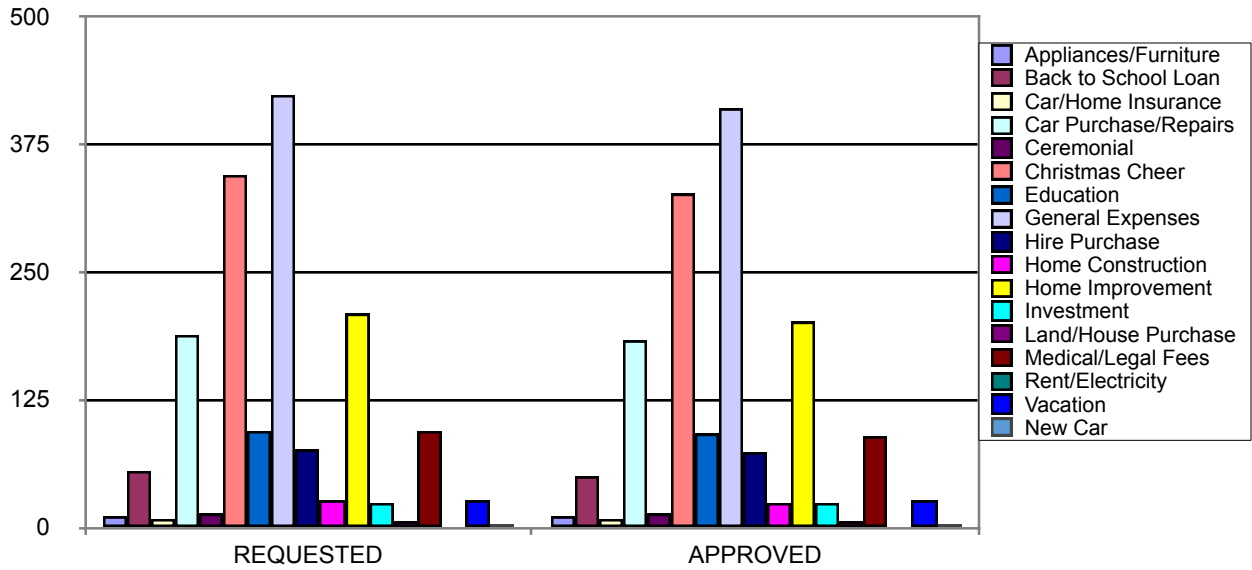
##### **4.1.3 Loan Applications Cancelled**

There were twenty (20) cancelled loan applications valued at six hundred and ninety thousand eight hundred and twenty dollars (\$690,820) during the reporting period.

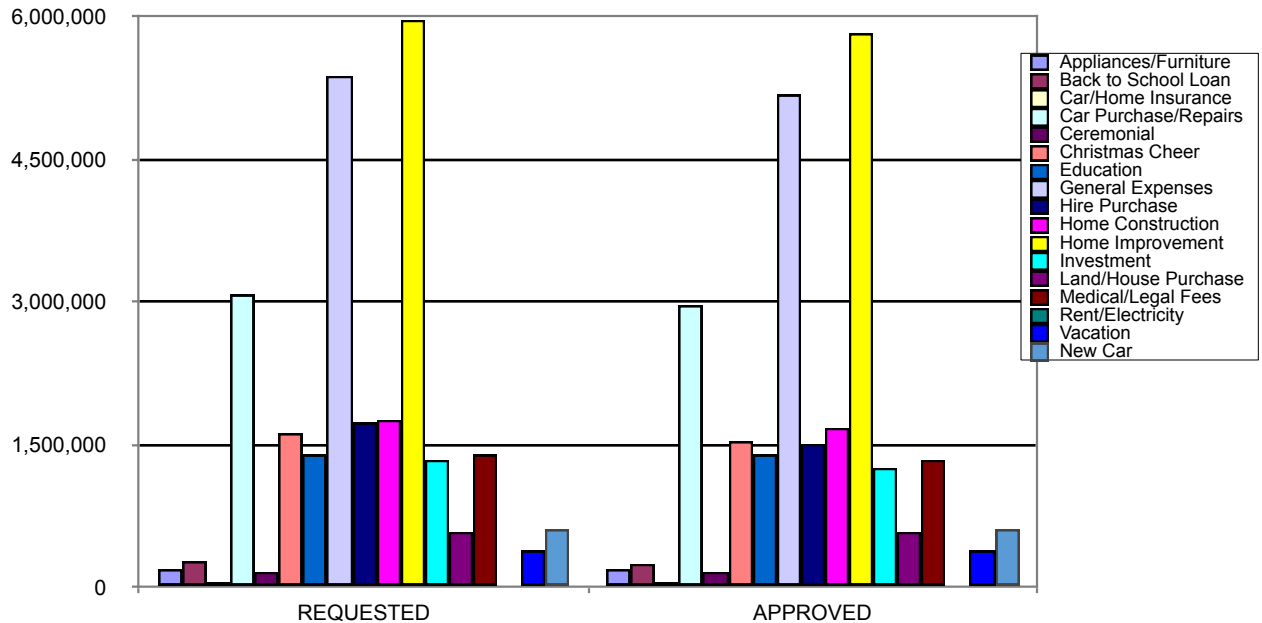
##### **4.1.4 Loan Applications Not-Approved**

Forty-five (45) loan applications valued at four hundred and seventy-four thousand, four hundred and eighty dollars (\$474,480) were not approved during the reporting period.

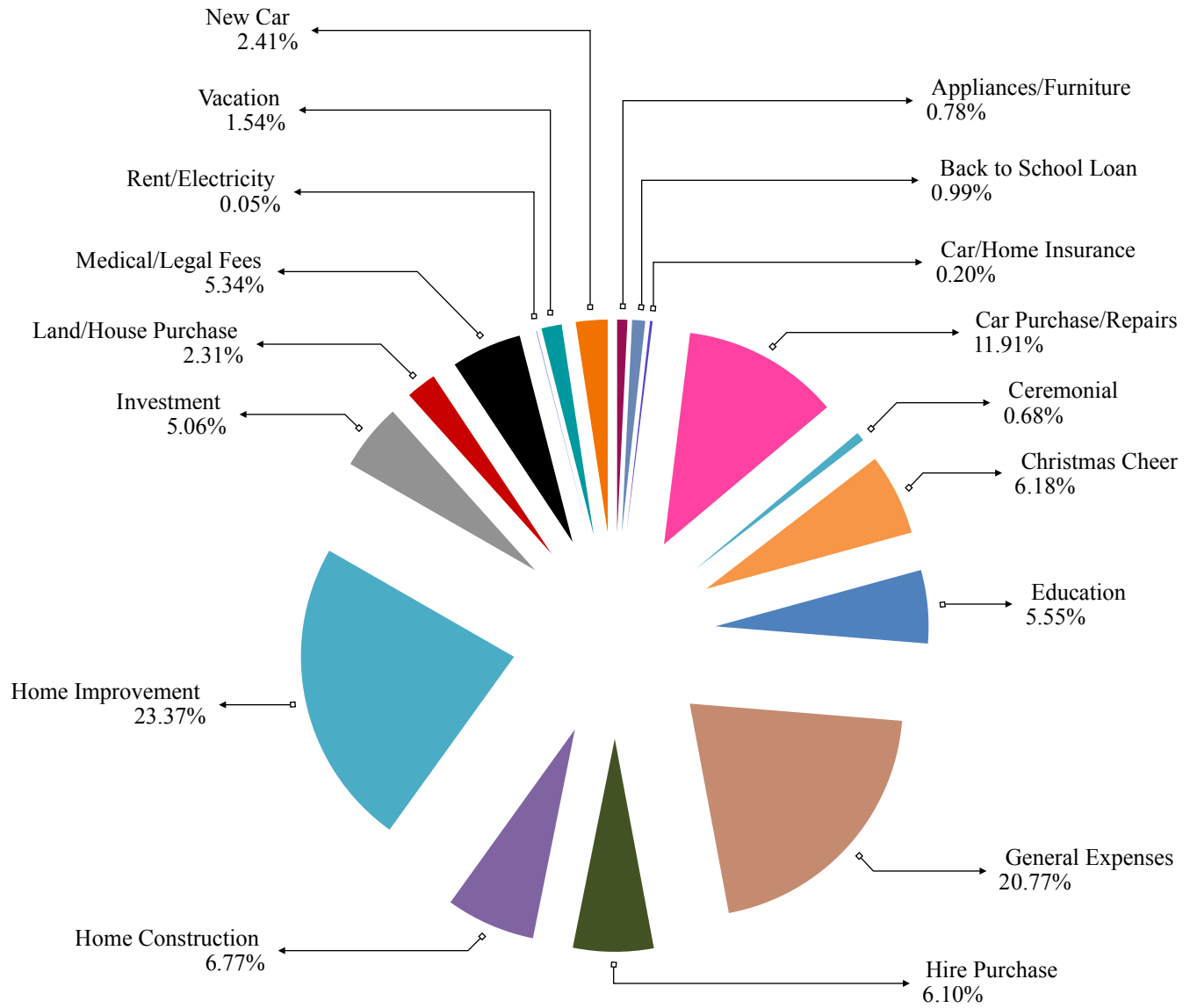
### COMPARISON OF NUMBER OF LOANS REQUESTED AND APPROVED FOR 2020



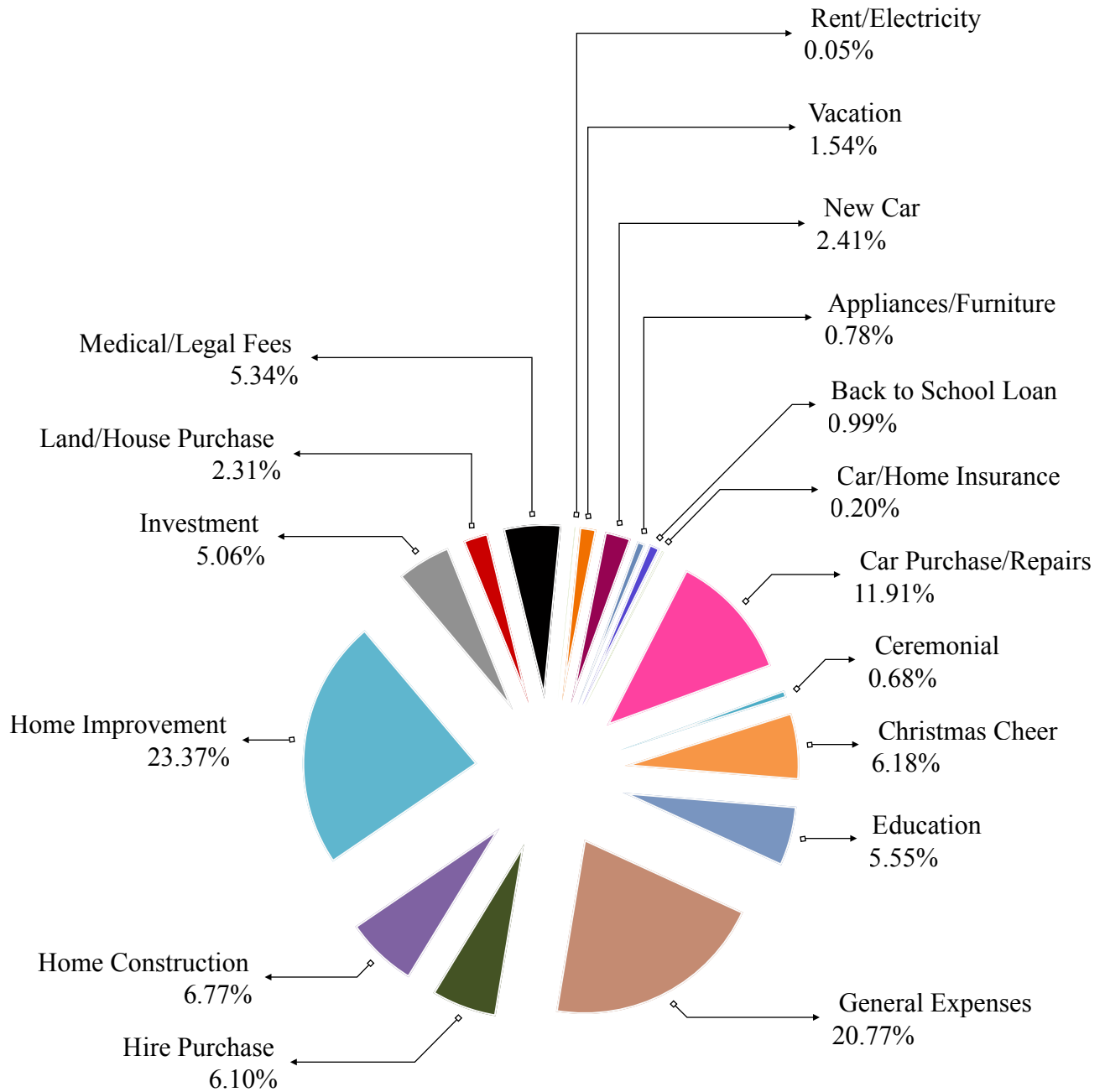
### COMPARISON OF VALUE OF LOANS REQUESTED AND APPROVED FOR 2020



### PERCENTAGE OF LOANS APPROVED FOR 2020

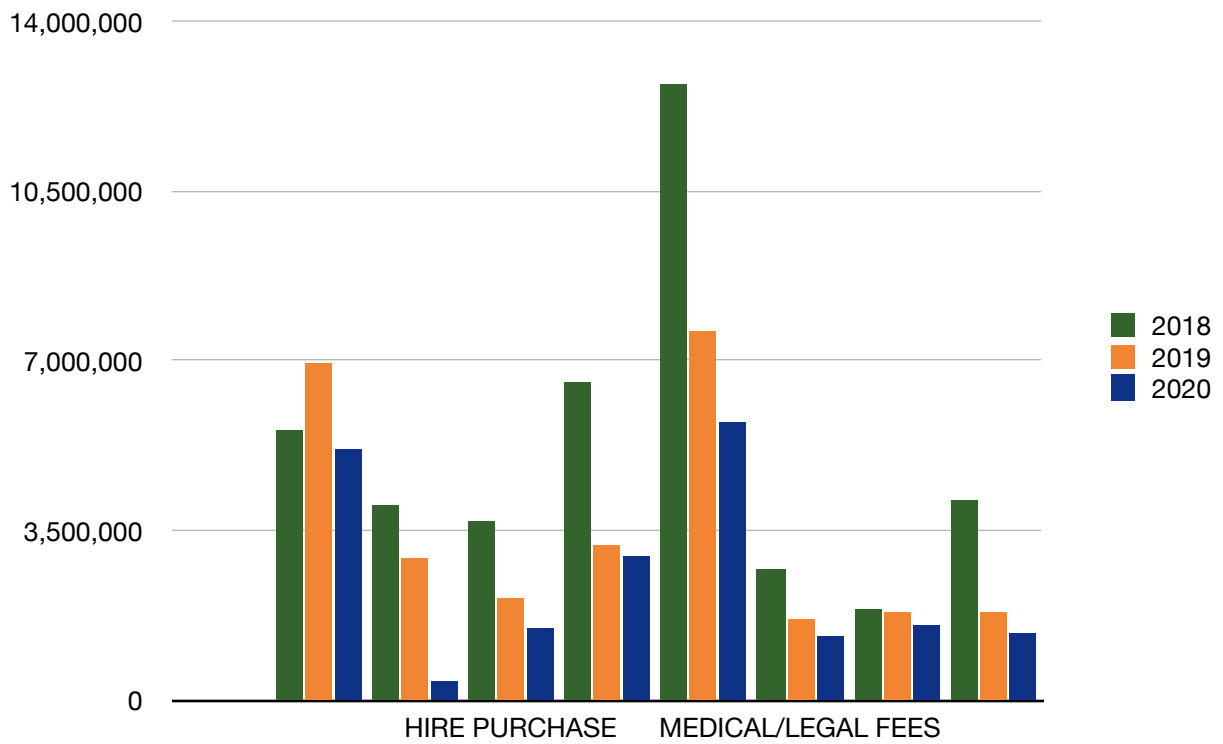
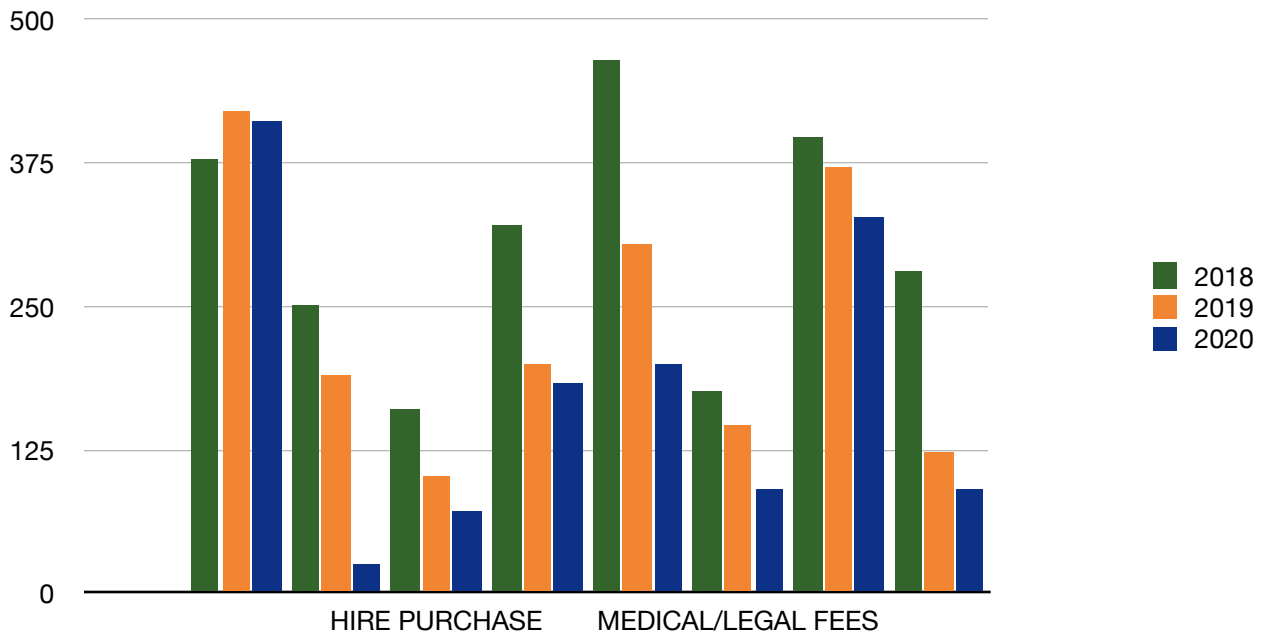


**PERCENTAGE VALUE OF LOANS APPROVED FOR 2020**



**4.2 Table below shows a comparison of Total Loan Transactions for 2018, 2019, and 2020.**

Year	Applications							
	Received		Approved		Cancelled		Not Approved	
	Amount	Value	Amount	Value	Amount	Value	Amount	Value
2018	2,666	53,253,499	2,589	51,416,330	31	921,732	46	915,437
2019	2,154	39,528,492	2,087	37,052,081	35	1,332,258	32	1,144,153
2020	1,603	25,932,334	1,542	24,937,034	20	690,820	45	474,480





**4.3 Table Below shows the Comparison of Approved Loan Applications 2018, 2019 and 2020 for all categories.**

CATEGORY	2018		2019		2020	
	Amt	Value	Amt.	Value	Amt.	Value
Appliances/Furniture	7	74,661	2	22,000	11	193,480
Academic Assistance	0	0	89	847,500	50	246,000
Car/Home Insurance	10	62,261	5	49,614	9	49,795
Car Purchase/Repairs	322	6,561,950	201	3,221,483	184	2,971,050
Ceremonial	37	642,500	42	531,450	13	169,400
Christmas Cheer	397	1,905,317	371	1,830,423	327	1,541,634
Education	281	4,118,380	124	1,828,000	91	1,384,500
General Expenses	379	5,567,143	421	6,958,493	411	5,178,900
Hire Purchase	160	3,722,372	102	2,083,730	73	1,521,669
Home Construction	39	2,272,500	49	2,677,100	24	1,688,300
Home Improvement	466	12,715,450	304	7,604,900	201	5,827,268
Investment	34	3,093,000	24	1,779,500	23	1,262,600
Land/House Purchase	18	3,177,200	10	1,855,000	5	575,000
Medical/Legal Fees	176	2,700,450	146	1,639,400	90	1,331,500
Rent/Electricity	7	78,000	1	24,000	2	12,000
Vacation	252	4,025,600	190	2,911,900	25	383,900
New Car	4	699,546	6	1,187,589	3	600,000
<b>TOTAL</b>	<b>2589</b>	<b>51,416,330</b>	<b>2087</b>	<b>37,052,081</b>	<b>1,542</b>	<b>24,937,034</b>

## 5.0 RECOMMENDATION

The Committee submits the following recommendations:-

- i. The Board continues its drive to increase our membership.
- ii. The Board continues to steer the Credit Union's drive toward recovery of the outstanding payments from delinquent members.
- iii The Board continues its trend of conservative and prudent investment, given the current global, financial and economic climate.

## 6.0 CONCLUSION

All Praise to Almighty God who continues to be our very present help in these challenging times. He has blessed us with another year of success; and for that, as a Committee, we are truly grateful.

To the Board of Directors and all Committees, sincere gratitude for your astuteness and your dedication to duty during the reporting period.

Special thanks must be given to Telecommunications Services of Trinidad and Tobago (TSTT) for giving us the opportunity to use their premises to facilitate our members, and by extension their employees in the outlying districts.

To the dedicated staff of TWCU we appreciate your diligence and depend on your continued support.

We sincerely thank the membership for the faith you have placed in us to serve in this capacity. The Committee look forward to serving in 2021.

May God's richest blessings be ours and our families for 2021.

Co-operatively Yours



**Ingrid P Jack**  
**Secretary.**

For and on behalf the Credit Committee



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*Education Committee Report*  
*“Stabilization For Future Growth”*

**2020**





## Education Committee 2020

**L - R Camille Carasquero , Ingrid Richardson, Hamilton Scoon, Lemour Joseph, Jerrylyn Mollings, Alex Thomas , Paula Coward-Paul , Irma Telesford-Jameson**

**Absent ( Tennille Alleyne & Lisamarie Ransome )**



## 1.0 INTRODUCTION

The pleasure is mine to present this report to you the membership on the performance of the Education Committee for the year under review.

During the term the following persons were appointed to the Education Committee by the Board of Directors

Mr. Hamilton Scoon	Chairman
Ms. Lemour Joseph	Secretary
Mrs. Irma Telesford Jameson	Member
Ms. Camille Carasquero	Member
Ms. Ingrid Richardson	Co-opted
Mr. Alex Thomas	Co-opted
Mrs. Jerry-Lynn Mullings	Co-opted
Mrs. Lisamarie Douglas	Co-opted
Mrs. Paula Coward-Paul	Co-opted
Ms. Tennille Alleyne	Co-opted

The Committee applauds the contribution of the following liaison officers in Tobago:

- Ms. Casey Brown
- Mrs. Melissa George Benjamin
- Ms. Nadine Bernard-Williams

## 2.0 MEETINGS

**2.0.1** The COVID-19 pandemic curtailed the majority of our planned programmes to the membership for the year under review. With the introduction of social distancing, wearing of face masks,



Lemour Joseph  
Secretary

sanitizing and the washing of hands regularly, safety was of paramount importance. We all had to adjust to these new practices and also learn to communicate virtually, therefore, the Committee held a few virtual meetings to implement some programmes for the membership. However, we were able to complete only one and expect to do more in 2021.

## 3.0 JOSEPH CORBIE SEA & SCHOLARSHIP AWARDS (T&T)

**3.0.1** Notwithstanding the restrictions of the Covid19 pandemic, the ceremony was held via Hybrid on Friday 11<sup>th</sup> December 2020 at the Credit union office where eighteen (18) youth members were awarded. The three (3) scholarship winners, along with their parents were invited and were physically present on the day to receive their prizes while the others viewed virtually. Adherence to the social distancing and safety regulations were always kept in effect.

Highlights included welcome and opening remarks by the President, and feature address done virtually by young dynamic Youth Arm

member, Ms. Garcelle Wilson from Tobago who was very well received by the audience. Entertainment was provided by pianist Ms. Ariel Mark who played the national anthem and a few selections in keeping with the festive season.

### 3.1 SEA SCHOLARSHIP WINNERS:

#### 4.0 DAVID O'BRIEN CSEC & SCHOLARSHIP AWARDS



**4.0.1** Parents and students have queried the CSEC 2020 examination results with the Caribbean Examination Council (CXC) and subsequently the awards function was postponed until further notice. When the Council resolve these issues, the Education Committee will invite all successful members to submit their performance results and awards will be given out accordingly.

## 5.0 MARKETING / SOCIAL MEDIA

**5.0.1** As part of the rebranding process, a number of social media platforms are now available to the membership for any information concerning the credit union. In addition to our website (twcu.co.tt) there is something for every age and members are invited to join and follow us on Whatsapp, Instagram or Facebook. There will also be a web page for youth members as well. Why not check it out and give us some feedback so we can improve our brand and quality going forward. Also tell us if/how the COVID-19 pandemic has changed you in anyway and what you've been involved in during lockdown.

## 6.0 PROJECTIONS

**6.0.1** Online learning is now the new normal and in keeping with this new trend we will be conducting a number of virtual training sessions in the New Year.

Therefore, we are proposing the following hybrid programmes to develop the membership:

- Spanish-Basic
- Spelling Bee
- Essay Competition – Theme COVID-19
- Jerusalema dance challenge
- Sign Language
- Seminars- Financial, Making of Wills, Health and Wellness, Group Health Insurance
- Co-operative Education – Orientation for new members
- Bingo, Games Night

## 7.0 NEW BUILDING

**7.0.1** Monday 14<sup>th</sup> December 2020 was an historic day for the membership as the SOD turning ceremony for our new home took place on our old home ground (smile) at Nos. 105-107 Henry Street Port-of-Spain. We are praying that all goes well and that the business of the Society can once again return to a spanking new, spacious and inviting environment.

## 8.0 CONCLUSION


**8.0.1** Almighty Father, ‘Thank you for your guidance and continuous blessings on our beloved organization, its membership, and our country Sincerest thanks to the Board of Directors, the management and all members of Staff, Liaison Officers, and our valued membership for being patient and supportive during the year.

Our commitment to providing quality service remains upper most in our minds.

A Happy, prosperous, prayerful and safe 2021 to everyone. God richly bless us all.

**Respectfully submitted**

**On behalf of the Education Committee**



**Lemour Joseph**  
**Secretary**



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*Treasurer's Report*  
*"Stabilization For Future Growth"*

**2020**



Like most financial institutions throughout the region, the events that disrupted the World, impacted on our operations in many ways, such as, in the human, financial and developmental areas.

While we have experienced challenges during this reporting period, the Society remains solid and resilient.

### **TOTAL INCOME**

Total Income was \$23,783,681. Interest on Members' Loans was \$15,191,445 or 63.87%, and Income from investments and other Income generated \$8,592,236 or 36.13%.

Once again, huge requests from members to utilise shares and other savings to liquidate / offset loans largely impacted for this decline.

### **TOTAL EXPENDITURE**

Total Expenditure was \$19,687,128, up from \$12,573,608 the previous year. Sadly, I have to report that having to increase our provision for Bad and Doubtful Debts by \$2,288,083, was as a result of eighteen (18) members, who were delinquent with their agreements with the Society. As a result of these members defaulting, we must comply with IFRS 9 standard and deal with this increase.

In addition, the Society had to deal with the following transactions:

- Increase loan loss on Investment by \$1,161,026 due to a decline in the value of shares prices at various financial institutions.



Clive Small  
Treasurer

- Increase the accrual for Members' Fixed Deposit Interest by \$1,000,000 to cover for members, who have agreed to compound their returns during the intervening period until maturity.
- Recognise Retro Salary payment (\$1.4M) for the period 2016-2019 as a current year expense instead of treating it as a prior year adjustment in the Retained Earnings Account.

### **LOAN PORTFOLIO**

At the end of this financial year, this portfolio dropped from \$133,625,360 to \$112,277,426. As we glean from the Credit Committee's Report, loans approved was very encouraging. However, this was outstripped by members' requests to liquidate / offset loans.

### **INVESTMENTS**

Financial Assets at amortised cost increased from \$97M to \$104.7M. However, Financial

Assets at FVPL declined from \$179M to \$162.9M because funds were moved to acquire a parcel of land at No. 69 Frederick Street, Port of Spain which will be used to facilitate the car park required for our new office at Nos. 105-107 Henry Street, Port of Spain and as an income generation venture. The following outlines new investments made during the year:

NEW INVESTMENTS	AMOUNT (\$)
UTC UCF FUND	30,000,000
ANSA ERHA FIXED RATE BOND	6,047,893
ANSA UDECOTT LOAN TERM BOND	3,109,444
ANSA TTMF BRIDGE LOAN	1,000,000
GUARDIAN- MISL FIXED RATE LOAN	2,010,531

**SHARES PORTFOLIO**

During the period under review, the injection of share savings by new members was very promising. However, members continued to

request same to reduce / terminate their loans causing this portfolio to move from \$251,100,592 to close to \$249,573,267.

**MEMBERS' FIXED DEPOSITS PORTFOLIO**

The continued suspension of accepting new business was largely responsible for the decline in this portfolio moving from \$120,268,976 to \$118,741,346.

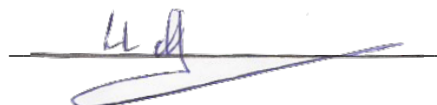
**CONCLUSION**

I THANK ALMIGHTY GOD FOR LIFE. I would like to express my gratitude to the staff for their enormous contribution.

I also take this opportunity to express my appreciation to Mr. Richard Allan, former Manager, Mrs. Rosetta Bedeau, interim Manager, Mrs. Shurla Mc Eachnie-Christmas, the present Manager and Mr. Denie Joseph for their tremendous support.

To my fellow Directors, members of Statutory and Sub-Committees and the entire membership for your heartfelt support.

Permit me also to express thanks to the management of TSTT and our strategic partners for your support and contribution made to the Society.



**Clive Small (Mr.)  
Treasurer**



## Low Cost Loans

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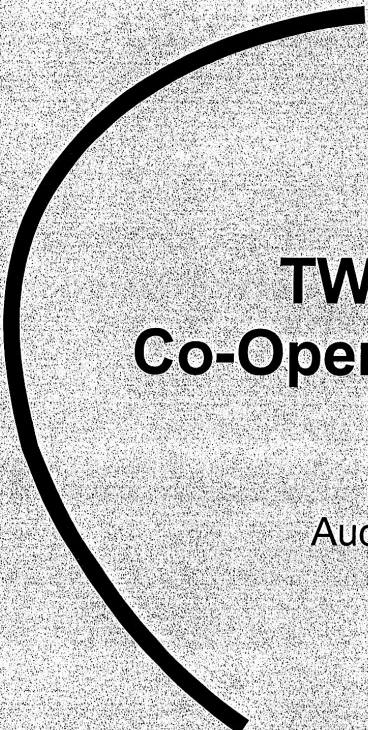


## *Audited Accounts*

*"Stabilization For Future Growth"*

**2020**





# **TWCU Credit Union Co-Operative Society Limited**

Audited Financial Statements

December 31, 2020





**Audited Financial Statements**  
(Expressed in Trinidad and Tobago Dollars)

**TWCU CREDIT UNION CO-OPERATIVE SOCIETY LIMITED**

**December 31, 2020**

Audited Financial Statements

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TWCU Credit Union Co-Operative Society Limited  
 #31 Pembroke Street  
 PORT OF SPAIN

### STATEMENT OF MANagements' RESPONSIBILITIES

Management is responsible for the following:



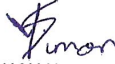
Preparing and fairly presenting the accompanying financial statements of the TWCU Credit Union Co-operative Society Limited, which comprise the statement of financial position as at 31 December 2020, the statements of comprehensive income, changes in members equity and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information: -

- Ensuring that the Society keeps proper accounting records;
- Selecting appropriate accounting policies and applying them in a consistent manner;
- Implementing, monitoring and evaluation the system of internal control that assures security of the Society's assets, detection/prevention of fraud, and the achievement of operational efficiencies;
- Ensuring that the system of internal control operated effectively during the reporting period;
- Producing reliable financial reporting that comply with laws and regulations; including the Co-operative Societies Act Chapter 81:03; and
- Using reasonable and prudent judgement in the determination of estimates.

In preparing these audited financial statements, management utilized the International Financial Reporting Standards, as issued by the International Accounting Standards Board and adopted by the Institute of Chartered Accountants of Trinidad and Tobago. Where International Financial Reporting Standards presented alternative accounting treatments, management chose those considered most appropriate in the circumstances.

Nothing has come to the attention of management to indicate that the Society will not remain a going concern for the next twelve months from the reporting date; or up to the date the accompanying financial statements have been authorized for issue, if later.

Management affirms that it has carried out its responsibilities as outlined above.

 ..... President March 24, 2021	 ..... Treasurer March 24, 2021	 ..... Member of Supervisory March 24, 2021
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The Members  
TWCU Credit Union Co-Operative Society Limited  
#31 Pembroke Street  
PORT OF SPAIN

## INDEPENDENT AUDITORS' REPORT

### Opinion

We have audited the financial statements of TWCU Credit Union Co-Operative Society Limited, which comprise the statement of financial position as at December 31, 2020, and the statement of comprehensive income and expenditure, statement of changes in members' fund and reserves and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Society as at December 31, 2020, and its financial performance and its cash flows for the year then ended in accordance with International Financial Reporting Standards.

### Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (ISAs). Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the Company in accordance with the International Ethics Standards Board for Accountants' Code of Ethics for Professional Accountants (IESBA Code) together with the ethical requirements that are relevant to our audit of the financial statements in Trinidad and Tobago, and we have fulfilled our other ethical responsibilities in accordance with the IESBA Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

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

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

- 2 -

ADVISORY • ASSURANCE • TAX

Baker Tilly Montano Ramcharitar trading as Baker Tilly is a member of the global network of Baker Tilly International Ltd., the members of which are separate and independent legal entities.



The Members  
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#31 Pembroke Street  
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### INDEPENDENT AUDITORS' REPORT – (Continued)

#### Responsibilities of Management and Those Charged with Governance for the Financial Statements – (Continued)

In preparing the financial statements, management is responsible for assessing the Society's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Society or to cease operations, or has no realistic alternative but to do so.

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

#### Auditors' Responsibilities for the Audit of the Financial Statements

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

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

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Society's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.

- 3 -

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#31 Pembroke Street  
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#### INDEPENDENT AUDITORS' REPORT – (Continued)

##### Auditors' Responsibilities for the Audit of the Financial Statements – (Continued)

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

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

A handwritten signature in cursive script that reads "Baker Tilly".

March 25, 2021  
PORT OF SPAIN



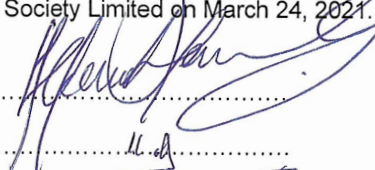
**STATEMENT OF FINANCIAL POSITION**  
(Expressed in Trinidad and Tobago Dollars)

**TWCU CREDIT UNION CO-OPERATIVE SOCIETY LIMITED**

		December 31	
		2020	2019
<b>ASSETS</b>	Notes		
<b>CURRENT ASSETS</b>			
Cash at bank and in hand	D	\$ 19,463,932	\$ 16,220,361
Financial assets at FVTPL	E	162,879,655	179,019,587
Accounts receivable and prepayments	F	249,197	302,174
Taxation refundable		2,016	-
		<u>182,594,800</u>	<u>195,542,122</u>
<b>TOTAL CURRENT ASSETS</b>			
<b>NON-CURRENT ASSETS</b>			
Financial asset at amortized cost	G	104,764,263	97,021,412
Work in progress	H	2,985,022	3,391,468
Property, plant and equipment	I	24,125,769	7,829,170
Members' loans	K	112,227,426	133,625,360
		<u>244,102,480</u>	<u>241,867,410</u>
<b>TOTAL NON-CURRENT ASSETS</b>			
<b>TOTAL ASSETS</b>		<u>\$ 426,697,280</u>	<u>\$ 437,409,532</u>

The accompanying notes form an integral part of these financial statements.

These financial statements were authorized for issue by the Board of Directors of TWCU Credit Union Co-operative Society Limited on March 24, 2021.

President ..... 

Treasurer ..... 

Chairman-Supervisory Committee ..... 

		December 31	
		2020	2019
<b>LIABILITIES AND MEMBERS' EQUITY</b>	Notes		
<b>CURRENT LIABILITIES</b>			
Bank overdraft	D	\$ 1,271,446	\$ -
Trade payables and accruals	L	4,798,417	3,451,188
Taxation payable		-	9,151
		<u>6,069,863</u>	<u>3,460,339</u>
<b>TOTAL CURRENT LIABILITIES</b>			
<b>NON-CURRENT LIABILITIES</b>			
Members' shares		244,573,267	251,100,592
Members' savings and deposit accounts	M	118,741,346	120,268,976
		<u>363,314,613</u>	<u>371,369,568</u>
<b>TOTAL NON-CURRENT LIABILITIES</b>			
<b>MEMBERS' EQUITY</b>			
Reserve fund		28,574,132	28,163,484
Education fund		4,220,383	4,207,704
Investment revaluation reserve		5,593,283	5,593,283
Undivided earnings		18,925,006	24,615,154
		<u>57,312,804</u>	<u>62,579,625</u>
<b>TOTAL LIABILITIES AND EQUITY</b>		<u>\$ 426,697,280</u>	<u>\$ 437,409,532</u>

**STATEMENT OF COMPREHENSIVE INCOME AND EXPENDITURE**

(Expressed in Trinidad and Tobago Dollars)

**TWCU CREDIT UNION CO-OPERATIVE SOCIETY LIMITED**

		Year ended December 31	
		2020	2019
	Notes		
<b>Income</b>			
Interest on members' loans	N	\$ 15,191,445	\$ 17,092,998
Investment and interest income	O	8,308,475	9,733,875
Other income	P	283,761	3,994,639
		<u>23,783,681</u>	<u>30,821,512</u>
<b>TOTAL INCOME</b>			
<b>Expenditure</b>			
Board and committees' expenses		127,484	164,980
CUNA insurance		2,115,938	2,328,876
Interest on Members' deposits		4,951,447	2,812,732
Salaries		4,722,328	2,940,636
Unrealized loss on investments		1,161,026	-
Credit loss provision expense		2,288,083	743,860
Other administrative and general expenses	Q	4,321,122	3,582,524
		<u>19,687,428</u>	<u>12,573,608</u>
<b>TOTAL EXPENDITURE</b>			
		<u>\$ 4,096,253</u>	<u>\$ 18,247,904</u>
<b>NET SURPLUS FOR THE YEAR</b>			
<b>APPROPRIATIONS</b>			
Transfer to reserve fund (10%)		\$ 409,625	\$ 1,824,790
Transfer to education fund (2%)		81,925	364,958
Transfer to undivided earnings (88%)		3,604,703	16,058,156
		<u>\$ 4,096,253</u>	<u>\$ 18,247,904</u>
<b>TOTAL APPROPRIATIONS</b>			

The accompanying notes form an integral part of these financial statements.

**STATEMENT OF CHANGES IN MEMBERS' FUND AND RESERVES**  
(Expressed in Trinidad and Tobago Dollars)

**TWCU CREDIT UNION CO-OPERATIVE SOCIETY LIMITED**

	Reserve Fund	Education Fund	Investment Revaluation Reserve	Undivided Earnings	Total
<b>Year ended December 31, 2020</b>					
Balance at beginning of year	\$ 28,163,484	\$ 4,207,704	\$ 5,593,283	\$ 24,615,154	\$ 62,579,625
Net surplus for year	409,625	81,925	-	3,604,703	4,096,253
Dividends paid	-	-	-	(9,294,851)	(9,294,851)
Transfer to reserve fund	1,023	-	-	-	1,023
Education fund expenses	-	(69,246)	-	-	(69,246)
Balance at end of year	\$ 28,574,132	\$ 4,220,383	\$ 5,593,283	\$ 18,925,006	\$ 57,312,804
<b>Year ended December 31, 2019</b>					
Balance at beginning of year	\$ 26,338,394	\$ 4,135,632	\$ 5,593,283	\$ 16,103,504	\$ 52,170,813
Adjustment on adoption of IFRS 9	-	-	-	(365,136)	(365,136)
Net surplus for year	1,824,790	364,958	-	16,058,156	18,247,904
Dividends paid	-	-	-	(7,181,370)	(7,181,370)
Transfer to reserve fund	300	-	-	-	300
Education fund expenses	-	(292,886)	-	-	(292,886)
Balance at end of year	\$ 28,163,484	\$ 4,207,704	\$ 5,593,283	\$ 24,615,154	\$ 62,579,625

The accompanying notes form an integral part of these financial statements.

**STATEMENT OF CASH FLOWS**

(Expressed in Trinidad and Tobago Dollars)

**TWCU CREDIT UNION CO-OPERATIVE SOCIETY LIMITED**

	Year ended December 31	
	2020	2019
<b>OPERATING ACTIVITIES</b>		
Net surplus before taxation	\$ 4,167,604	\$ 18,340,369
Adjustments to reconcile net income to net cash provided by operating activities:		
Loss on disposal of asset	-	5,851
Depreciation	54,245	38,539
Prior year adjustments	-	(365,136)
Decrease in loans to members	21,397,934	50,271,522
Increase/(decrease) in accounts payables and accruals	1,263,146	(419,725)
Increase in severance benefit fund	84,082	90,073
(Increase)/decrease in accounts receivables and prepayments	52,977	(85,951)
Taxation paid	(82,517)	(83,314)
	<u>26,937,471</u>	<u>67,792,228</u>
<b>NET CASH PROVIDED BY OPERATING ACTIVITIES</b>		
<b>INVESTING ACTIVITIES</b>		
Net change in investments	8,397,081	(54,720,307)
Purchase of property, plant and equipment	(16,350,844)	(20,792)
Decrease/(increase) in work in progress	406,446	(2,431,042)
	<u>(7,547,317)</u>	<u>(57,172,141)</u>
<b>NET CASH USED IN INVESTING ACTIVITIES</b>		
<b>FINANCING ACTIVITIES</b>		
Dividends paid	(9,294,851)	(7,181,370)
Net change in shares	(6,527,325)	(9,573,466)
Net decrease in member's deposits	(1,527,630)	(1,513,462)
Net decrease in education fund	(69,246)	(292,886)
Increase in reserve fund	1,023	300
	<u>(17,418,029)</u>	<u>(18,560,884)</u>
<b>NET CASH USED IN FINANCING ACTIVITIES</b>		
Net changes in cash and cash equivalent for the year	1,972,125	(7,940,797)
Cash and cash equivalent at beginning of year	16,220,361	24,161,158
<b>CASH AND CASH EQUIVALENT AT END OF YEAR</b>	<u>\$ 18,192,486</u>	<u>\$ 16,220,361</u>
<b>Represented by:</b>		
Cash at bank	\$ 19,463,932	\$ 16,220,361
Bank overdraft	(1,271,446)	-
	<u>\$ 18,192,486</u>	<u>\$ 16,220,361</u>



**NOTES TO FINANCIAL STATEMENTS**

(Expressed in Trinidad and Tobago Dollars)

**TWCU CREDIT UNION CO-OPERATIVE SOCIETY LIMITED**

**December 31, 2020**

**NOTE A – INCORPORATION AND PRINCIPAL ACTIVITY**

TWCU Credit Union Co-operative Society Limited (the Society) was incorporated on June 17, 1950 under the Co-operative Societies Act No. 22 of 1971 Chapter 81:03 as amended.

The objectives of the Society as defined in Bye-Law No. 3 are to improve *inter alia* the economic and social conditions of its members by promoting thrift and savings, providing loans and other financial services and to do all such lawful things incidental or conducive to the attainment of the objects and exercise of the powers of the Society.

In accordance with Bye-Law No. 4 eligibility for membership of the Society is open to the permanent and retired employees of the Telecommunication Services of Trinidad and Tobago, their spouses, children and such other persons as the Board may approve.

The Society's registered office and principal place of business is located at #31 Pembroke Street, Port of Spain.

**NOTE B – SIGNIFICANT ACCOUNTING POLICIES**

(i) **Basis of Preparation** – These financial statements have been prepared in accordance with the International Financial Reporting Standards issued by the International Accounting Standards Board, except for interest income on members' loan which is recognized on a cash basis. They are prepared on the historical cost basis except for:

- Financial instruments at fair value through profit or loss (FVTPL).
- Equity instruments at fair value through profit or loss (FVTPL).

These financial statements are presented in Trinidad and Tobago dollars.

(a) New, revised and amended standards effective and adopted by the Society:

- IAS 1 and IAS 8 Definition of Material – Clarifies and aligns the definitions used across IFRSs and other publications. Annual period beginning on or after 1 January 2020.

The amendment listed above did not have any impact on the amounts recognized in prior periods and are not expected to significantly affect the current or future periods.

**NOTES TO FINANCIAL STATEMENTS – (Continued)**

(Expressed in Trinidad and Tobago Dollars)

**TWCU CREDIT UNION CO-OPERATIVE SOCIETY LIMITED****December 31, 2020****NOTE B – SIGNIFICANT ACCOUNTING POLICIES – (Continued)****(i) Basis of Preparation – (Continued)**

(b) New, revised and amended standards effective but not adopted by the Society:

- IFRS 3 Business Combination – Clarifies the definition of a business to help determine whether a transaction should be accounted for as a business combination or an asset acquisition and permits, in certain circumstances, a simplified assessment that an acquired set of activities and assets is not a business. Annual period beginning on or after 1 January 2020.
- Amendments to references to Conceptual Framework in IFRS Standards – Minor amendments to various standards to reflect the revised Conceptual Framework for Financial Reporting.

These standards and interruptions did not have any impact on the amounts recognized in prior periods and are not expected to significantly affect the current or future periods.

(c) Standards and interpretations not effective and not adopted by the Society:

The standards and interpretations that are issued, but not yet effective up to the date of issuance of the Society's financial statement as disclosed below. The Society intends to adopt these standards, if applicable when they become effective.

- IFRS 9, IAS 39, IFRS 7 and IFRS 16 – Interest Rate Benchmark Reform Phase 2 provides relief for issues that might arise when an interest rate benchmark has been replaced by introducing a practical expedient for modifications to financial contracts resulting directly from IBOR reform, and a series of exemptions from some of the hedge accounting requirements. Annual period beginning on or after 1 January 2021.
- Annual improvements to IFRS Standards 2018-2020 Cycle. Annual period beginning on or after 1 January 2022.
  - IFRS 1 first-time adoption of International Financial Reporting Standards – The amendment permits a subsidiary to measure cumulative translation differences using the amounts reported by its parent, based on the parent's date of transition to IFRSs.

**NOTES TO FINANCIAL STATEMENTS – (Continued)**

(Expressed in Trinidad and Tobago Dollars)

**TWCU CREDIT UNION CO-OPERATIVE SOCIETY LIMITED**

**December 31, 2020**

**NOTE B – SIGNIFICANT ACCOUNTING POLICIES – (Continued)****(i) Basis of Preparation – (Continued)****(c) Standards and interpretations not effective and not adopted by the Society:  
– (Continued)**

- IFRS 9 Financial Instruments – The amendment clarifies which fees an entity includes when it applies the “10 percent” test in assessing whether to derecognize a financial liability. An entity includes only fees paid or received by either the entity or the lender on the other’s behalf.
- Amendments to IFRS 3 – Reference to the Conceptual Framework – Updates certain references to the Conceptual Framework for Financial Reporting without changing the accounting requirements for business combinations. Annual period beginning on or after 1 January 2022.
- Amendments to IAS 16 – Property, Plant and Equipment: Proceeds before intended use requires amounts received from selling items produced while the company is preparing the asset for its intended use to be recognized in profit or loss, and not as an adjustment to the cost of the asset. Annual period beginning on or after 1 January 2022.
- Amendments to IAS 37 Onerous Contracts: Cost of Fulfilling a Contract – Specifies which cost to include when assessing whether a contract will be loss-making. Annual period beginning on or after 1 January 2022.
- Amendments to IAS 1 – Classification of Liabilities as Current or Non-Current – Clarifies that the classification of liabilities as current or non-current should be based on rights that exist at the end of the reporting period. Annual period beginning on or after 1 January 2023.

The Board of Directors of the Society do not anticipate that the application of any of the standards or amendment noted in this section will have material impact to the company’s financial statements.

**NOTES TO FINANCIAL STATEMENTS – (Continued)**  
(Expressed in Trinidad and Tobago Dollars)

**TWCU CREDIT UNION CO-OPERATIVE SOCIETY LIMITED**

**December 31, 2020**

**NOTE B – SIGNIFICANT ACCOUNTING POLICIES – (Continued)**

- (ii) **Use of Estimates** – The preparation of financial statements in conformity with IFRS requires the use of certain critical accounting estimates and requires management to exercise its judgment in the process of applying the Society's accounting policies. It also requires the use of assumptions that affect the reported amounts of assets and liabilities at the date of the financial statements and the reported amounts of income and expenditure during the reporting period. Although these estimates are based on management's best knowledge of current events and actions, actual results may ultimately differ from these estimates. Specific areas where estimates and judgment were applied is described in Note C.
- (iii) **Property, Plant and Equipment** – Property, plant and equipment are measured at historical cost less accumulated depreciation and any accumulated impairment losses. Historical cost includes expenditures that are directly attributable to the acquisition of the items.

Subsequent costs are included in the asset's carrying amount or recognized as a separate asset as appropriate, only when it is probable that future economic benefits associated with the item will flow to the society and the cost of the item can be measured reliably. All other repairs and maintenance are charged to the statement of comprehensive income during the financial period in which they are incurred. Depreciation is charged so as to allocate the cost of assets less their residual value over their estimated useful lives, using either the reducing balance or straight-line method. The following annual rates are used for the depreciation of property, plant and equipment.

Office Furniture and Fixtures	-	18% Reducing Balance
Computer Software and Ancillary Equipment	-	30% Reducing Balance
Building	-	2% Straight Line
Office Equipment	-	18% Reducing Balance

If there is an indication that there has been a significant change in depreciation rate, useful life or residual value of an asset, the depreciation of that asset is revised prospectively to reflect the new expectations.

Assets that are subject to depreciation are reviewed for impairment whenever events or changes in circumstances indicate that the carrying amount may not be recoverable. Where the carrying amount of an asset is greater than its estimated recoverable amount, it is written down immediately to its recoverable amount. The assets recoverable amount is the higher of the assets fair value less cost to sell and the value in use.



**NOTES TO FINANCIAL STATEMENTS – (Continued)**

(Expressed in Trinidad and Tobago Dollars)

**TWCU CREDIT UNION CO-OPERATIVE SOCIETY LIMITED**

**December 31, 2020**

**NOTE B – SIGNIFICANT ACCOUNTING POLICIES – (Continued)****(iii) Property, Plant and Equipment – (Continued)**

Increases in the carrying amount arising on revaluation of building is credited to Revaluation Reserve in Members' Equity. Decreases that offset previous increase of the same asset are charged against reserves directly in equity, all other decreases are charged to the statement of Comprehensive Income.

On disposal, the difference between the net disposal proceeds and the carrying amount of the item sold is recognized in the statement of comprehensive income, and included in "other income" or "other operating expenses".

If an impairment loss subsequently reverses, the carrying amount of the asset is increased to the revised estimate of its recoverable amount, but not in excess of the amount that would have been determined had no impairment loss been recognized for the asset in prior years. A reversal of impairment loss is recognized immediately in profit or loss.

- (iv) **Cash and Cash Equivalents** - Cash and cash equivalents includes cash on hand, deposits held at call with financial institutions, other short-term, highly liquid investments with original maturities of three months or less that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value. For the statement of cash flows presentation purposes, cash and cash equivalents also includes bank overdrafts.

(v) **Investments and Other Financial Assets**

Classification

The Society classifies its financial assets into the following categories:

- Those to be measured subsequently at fair value through profit or loss (FVTPL); and
- Those to be measured at amortized cost.

This classification depends on the Society's business model for managing the financial assets and the contractual terms of the cash flows.

The Society reclassifies debt investments when and only when its business model for managing those assets change.



**NOTES TO FINANCIAL STATEMENTS – (Continued)**  
(Expressed in Trinidad and Tobago Dollars)

**TWCU CREDIT UNION CO-OPERATIVE SOCIETY LIMITED**

**December 31, 2020**

**NOTE B – SIGNIFICANT ACCOUNTING POLICIES – (Continued)**

(v) **Investments and Other Financial Assets – (Continued)**

Measurement

At initial recognition, the Society measures a financial asset at its fair value plus or minus any transaction costs. Transaction costs of financial assets at fair value through profit or loss are expensed in the statement of comprehensive income.

*Debt instruments*

The Society subsequently measures all equity investments into the measurement category of amortized cost. Assets that are held for collection of contractual cash flows where those cash flows represent solely payments of principal and interest are measured at amortized cost. A gain or loss in debt investment that is subsequently measured at amortized cost is recognized in the statement of comprehensive income when that asset is derecognized or impaired. Interest income on these financial assets is included in investments and interest income using the effective interest rate method.

*Equity investments*

The Society subsequently measures all equity investments at fair value through profit or loss. Changes in the fair value of equity investments is subsequently recognized in the statement of comprehensive income. Dividends from such investments are also recognized in the statement of comprehensive income as investments income when the Society's right to receive payment is established.

*Mutual funds*

Mutual funds are mandatorily measured at fair value through profit or loss. A gain or loss on mutual funds is subsequently recognized in the statement of comprehensive income as investments and interest income.

Impairment

The Society assesses on a forward-looking basis the expected credit loss associated with its assets carried at amortised cost and fair value through profit or loss. The impairment methodology applied depends on whether there has been a significant increase in credit risk. Note J details how the Society determines whether there has been a significant increase.

**NOTES TO FINANCIAL STATEMENTS – (Continued)**

(Expressed in Trinidad and Tobago Dollars)

**TWCU CREDIT UNION CO-OPERATIVE SOCIETY LIMITED**

**December 31, 2020**

**NOTE B – SIGNIFICANT ACCOUNTING POLICIES – (Continued)**

- (vi) **Provisions** – Provisions are recognized when the society has a present legal or constructive obligation as a result of past events, it is probable that an outflow of resources will be required to settle the obligation and a reliable estimate of the obligation can be made.

Where there are a number of similar obligations, the likelihood that an outflow will be required in settlement is determined by considering the class of obligations as a whole. A provision is recognized even if the likelihood of an outflow with the respect to any one item is included in the same class of obligations may be small.

Provisions are measured at the present value of the amount expected to settle the obligation using the pre-tax rate that reflects current market assessments of the time value of the money and the risk to specific obligation. The increase in the provision due to passage of times is recognized as interest expense.

- (vii) **Statement of Cash Flows** – The statement of cash flows includes the movement of cash through the operating bank overdraft. Accordingly, the term cash and cash equivalents is used to include cash balances in hand and at bank.
- (viii) **Distribution of Surplus** – Bye-Law No. 5:35(1) provides that out of the annual surplus of the Society 10% should be credited the Reserve Fund in accordance with Section 47(2) of the Co-operatives Societies Act, and an amount not exceeding 5% but not less than 2% to an Education Fund and the balance distributed as approved by the Annual General Meeting as follows:
- (a) A dividend on shares.
  - (b) A bonus/rebate on interest paid by members.
  - (c) Honorarium to Secretary, Treasurer and such other persons as the Board may recommend.
  - (d) The balance of the net surplus may be used at the discretion of the general meeting for constitution of a Dividend Equalization Fund, Special Reserve Fund, Education Fund and Building Fund or carried forward to succeeding year.
- (ix) **Reserve Fund** – The Society maintains a Reserve Fund in accordance with Section 47(2) of the Co-operative Societies Act Chapter 81:03 which provides for a transfer of 10% from annual net surplus.

**NOTES TO FINANCIAL STATEMENTS – (Continued)**  
(Expressed in Trinidad and Tobago Dollars)

**TWCU CREDIT UNION CO-OPERATIVE SOCIETY LIMITED**

**December 31, 2020**

**NOTE B – SIGNIFICANT ACCOUNTING POLICIES – (Continued)**

- (x) **Education Fund** – The Society maintains an Education Fund in accordance with the amended resolution of the Co-operative Societies Act, Bye-Law 35(1) which was passed at the 62<sup>nd</sup> Annual General Meeting held on March 17, 2012. The amendment provides for a transfer from annual surplus of *“an amount not exceeding 5% but not less than 2% to an Education Fund”*.

The Society transfers to the Education Fund 2% of the net surplus for the year after making provision for the Reserve Fund. This fund is for the educational purposes of its members.

- (xi) **Dividends** – Dividends payable are not accounted for until they have been ratified at the Annual General Meeting.
- (xii) **Accounts Payable** – Accounts payable are initially measured at fair value and are subsequently measured at amortized cost, using the effective interest rate method.

- (xiii) **Revenue Recognition**

Interest on loans

Interest on loans is accounted for on the receipt basis. The interest charged on loans is calculated at rates varying between 0.6% to 1% per month on the reducing balance.

Interest on Investments

Interest on financial instruments is accounted for using the effective interest method.

**NOTES TO FINANCIAL STATEMENTS – (Continued)**

(Expressed in Trinidad and Tobago Dollars)

**TWCU CREDIT UNION CO-OPERATIVE SOCIETY LIMITED**

**December 31, 2020**

**NOTE B – SIGNIFICANT ACCOUNTING POLICIES – (Continued)**

(xiv) **Foreign Currency Transactions and Translations** – Transactions in foreign currencies are translated into Trinidad and Tobago dollars at the exchange rates ruling at the date of the transaction. Assets and liabilities in foreign currencies are translated into Trinidad and Tobago dollars at the rates of exchange ruling at the balance sheet date and differences arising are reflected in the Statement of Comprehensive Income.

(i) **Functional and Presentation Currency**

Items included in the Financial Statements of the Society are measured using the currency of the primary economic environment in which the Society operates (the 'functional currency').

The financial statements are presented in Trinidad and Tobago dollars which is the Society's presentation currency.

Changes in the fair value of monetary securities denominated in foreign currency classified as held to maturity are analyzed between translation differences resulting from the changes in the amortized cost of the security, and other changes in the carrying amount of the security. Translation differences related to changes in amortized cost are recognized costs are recognized in the Statement of Comprehensive Income; other changes in carrying amount are recognized in equity. Translation differences on non-monetary items such as equities classified as held to maturity are included in other comprehensive income.

(xv) **Financial Risk Management** – The Society is exposed to interest rate risk, credit risk, liquidity risk, currency risk, operational risk, compliance risk, price risk and reputation risk arising from the financial instruments that it holds. The risk management policies employed by the Society to manage these risks are discussed as follows:

(a) **Interest Rate Risk**

Interest rate risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market interest rates.

The Society is exposed to interest rate risk through the effect of fluctuations in the prevailing levels of interest rates on interest bearing financial assets and liabilities, including investments in bonds, loans, customer deposits and other funding instruments.

**NOTES TO FINANCIAL STATEMENTS – (Continued)**  
(Expressed in Trinidad and Tobago Dollars)

**TWCU CREDIT UNION CO-OPERATIVE SOCIETY LIMITED**

**December 31, 2020**

**NOTE B – SIGNIFICANT ACCOUNTING POLICIES – (Continued)**

(xv) **Financial Risk Management – (Continued)**

(a) **Interest Rate Risk – (Continued)**

The exposure is managed through the matching of funding products with financial services and monitoring market conditions and yields.

The Society generally invests in fixed rate loans for terms not exceeding five years. These are funded mainly from members' deposits and shares.

(b) **Credit Risk**

Credit risk arises when failure by a counter party to discharge their obligations could reduce the amount of future cash inflows from financial assets on hand at the statement of financial position date. The Society relies heavily on a written Credit Policies, Procedures and Guidelines Manual, which sets out in detail the current policies governing the lending function and provides a comprehensive framework for prudent risk management of the credit function. Adherence to these guidelines is expected to communicate the society's lending philosophy; provide policy guidelines to team members involve in lending; establish minimum standards for credit analysis documentation, decision making and post-disbursement administration; as well as create the foundation for a sound credit portfolio.

The Society's loan portfolio is managed and consistently monitored by the Credit Committee and is adequately secured by collateral and where necessary, provision have been established for potential credit losses on delinquent accounts.

Cash balances are held with high credit quality financial institutions and the Society has policies to limit the amount of exposure to any single financial institutions.

The Society also actively monitors local and global economic developments and government policies that may affect local economic conditions.



**NOTES TO FINANCIAL STATEMENTS – (Continued)**  
(Expressed in Trinidad and Tobago Dollars)

**TWCU CREDIT UNION CO-OPERATIVE SOCIETY LIMITED**

**December 31, 2020**

**NOTE B – SIGNIFICANT ACCOUNTING POLICIES – (Continued)**

(xv) **Financial Risk Management – (Continued)**

(c) **Liquidity Risk**

Liquidity risk is the risk that the Society will be unable to generate or obtain sufficient cash or its equivalent in a timely and cost-effective manner to meet its obligations when they fall due under normal and stressful circumstances.

Liquidity risk arises when the maturity dates of assets and liabilities do not match. An unmatched position potentially enhances profitability, but can also increase the risk losses. The Society has procedures with the object of minimizing such losses such as maintaining sufficient cash and other highly liquid current asset and by having available an adequate amount of committed credit facilities.

The Society is able to make daily calls on its available cash resources to settle financial and other liabilities.

The matching and controlled mismatching of the maturities and interest rates of assets and liabilities are fundamental to the management of the Society. The Society employs various asset/liability techniques to manage liquidity gaps. Liquidity gaps are mitigated by the marketable nature of a substantial segment of the society's assets as well as generate sufficient cash from new renewed members' deposits and shares.

To manage and reduce liquidity risk the Society's management actively seeks to match cash inflows with liability requirements.

(d) **Currency Risk**

Currency risk is the risk that the value of financial instruments will fluctuate due to changes in foreign exchange rates. Currency Risk arises when future commercial transaction and recognized assets and liabilities are denominated in a currency that is not the Society's measurement currency. The Society is exposed to foreign exchange risk arising from various currency exposures primarily with respect to the United States Dollar. The Society's management monitors the exchange rate fluctuations on a continuous basis and acts accordingly.

**NOTES TO FINANCIAL STATEMENTS – (Continued)**  
(Expressed in Trinidad and Tobago Dollars)

**TWCU CREDIT UNION CO-OPERATIVE SOCIETY LIMITED**

**December 31, 2020**

**NOTE B – SIGNIFICANT ACCOUNTING POLICIES – (Continued)**

(xv) **Financial Risk Management – (Continued)**

(e) Operational Risk

Operational risk is the risk derived from deficiencies relating to the Society's information technology and control systems, as well as the risk of human error and natural disasters. The Society's systems are evaluated, maintained and upgraded continuously. Supervisory controls are also installed to minimize human error.

(f) Compliance Risk

Compliance risk is the risk of financial loss, including fines and other penalties, which arise from non-compliance with laws and regulations of the state. The risk is limited to a significant extent due to the supervision applied by the Commissioner of Co-operatives, as well as by the monitoring controls applied by the Society.

(g) Reputation Risk

The risk of loss of reputation arising from the negative publicity relating to the Society's operations (whether true or false) may result in the reduction of its clientele, reduction in revenue and legal cases against the Society. The Society engages in public social endeavors to engender trust and minimize this risk.

(h) Price Risk

Price risk is the risk that the fair value of future cash flow of a financial instrument will fluctuate because of changes in market prices (other than those arising from interest rate risk and currency risk), whether those changes are caused by factors specific to the individual financial instruments or issuer, or factors affecting all similar financial instruments traded in the market. The Society is exposed to price risk for equity instruments classified as held-to-maturity.

**NOTES TO FINANCIAL STATEMENTS – (Continued)**  
(Expressed in Trinidad and Tobago Dollars)

**TWCU CREDIT UNION CO-OPERATIVE SOCIETY LIMITED**

**December 31, 2020**

**NOTE C – CRITICAL ESTIMATES AND JUDGEMENTS**

The preparation of financial statements requires the use of accounting estimates which, by definition, will seldom equal the actual results. Management also needs to exercise judgement in applying the Society's accounting policies.

This note provides an overview of the areas that involved a higher degree of judgement or complexity and of items which are more likely to be materially adjusted due to estimates and assumptions turning out to be wrong.

Expected credit losses on members' loans

Detailed information about this estimate and judgment is included in Note J.

12-month expected credit losses on investments in debt securities

In computing the 12-month ECLs for investments in debt securities, the Society uses a default rate of 0.25%. This default rate is determined from Moody's Investors Service 2017 weighted corporate bond default rate of 0.158%, which is for a Ba credit rating, plus a county risk premium of 0.092%.

Fair value of unquoted equity investments

The fair value of unquoted equity securities is determined by using valuation techniques. The Society uses its judgement to select a variety of methods and make assumptions that are mainly based on market conditions existing at each reporting date.

**NOTES TO FINANCIAL STATEMENTS – (Continued)**  
(Expressed in Trinidad and Tobago Dollars)

**TWCU CREDIT UNION CO-OPERATIVE SOCIETY LIMITED**

**December 31, 2020**

**NOTE D – CASH IN HAND AND AT BANK**

	<u>2020</u>	<u>2019</u>
RBC Royal Bank (T&T) Limited	\$ 14,515,537	\$ 13,155,260
Scotiabank Trinidad and Tobago Limited	2,436,639	2,343,925
Trinidad and Tobago Building and Loan Association	817	817
Republic Bank Limited	300,999	200
First Citizens Bank Limited	2,209,940	720,159
	<u>\$ 19,463,932</u>	<u>\$ 16,220,361</u>
Bank overdraft	(1,271,446)	-
	<u>\$ 18,192,486</u>	<u>\$ 16,220,361</u>

The Society has an overdraft facility of \$2,000,000 which is secured by hypothecation over several fixed deposits totaling \$2,049,500.

**NOTES TO FINANCIAL STATEMENTS – (Continued)**

(Expressed in Trinidad and Tobago Dollars)

**TWCU CREDIT UNION CO-OPERATIVE SOCIETY LIMITED****December 31, 2020****NOTE E – FINANCIAL ASSET AT FAIR VALUE THROUGH PROFIT AND LOSS**

	<u>2020</u>	<u>2019</u>
<b>Listed equity securities</b>		
First Citizens Bank Limited	\$ 11,995,774	\$ 12,405,577
<b>Unlisted equity securities</b>		
The Central Finance Facility Co-operative Society of Trinidad and Tobago Limited	108,620	100,000
The Trinidad Building & Loan Association	1,075,258	970,378
	<u>\$ 1,183,878</u>	<u>\$ 1,070,378</u>
<b>Mutual funds</b>		
Roytrin Mutual Funds	31,386,869	37,084,318
Savinvest Asset Management	110,853	98,314
First Citizens Bank Limited	48,351,470	89,590,941
Ansa Merchant Bank Limited	67,959	66,029
Trinidad and Tobago Unit Trust Corporation	45,891,758	15,103,654
	<u>125,808,909</u>	<u>141,943,256</u>
<b>Managed portfolio</b>		
Guardian Asset Management Limited	13,493,215	12,979,563
First Citizens Investment Services Limited	10,397,879	10,620,813
	<u>23,891,094</u>	<u>23,600,376</u>
	<u>\$ 162,879,655</u>	<u>\$ 179,019,587</u>

**NOTE F – ACCOUNTS RECEIVABLE AND PREPAYMENTS**

	<u>2020</u>	<u>2019</u>
Other receivables and prepayments	\$ 247,507	\$ 266,319
Accounts receivable – Deposits outstanding	1,690	35,855
	<u>\$ 249,197</u>	<u>\$ 302,174</u>



**NOTES TO FINANCIAL STATEMENTS – (Continued)**  
(Expressed in Trinidad and Tobago Dollars)

**TWCU CREDIT UNION CO-OPERATIVE SOCIETY LIMITED**

**December 31, 2020**

**NOTE G – FINANCIAL ASSET AT AMORTIZED COST**

	<u>2020</u>	<u>2019</u>
<b>Debt securities</b>		
First Citizens Bank Limited	\$ 352,591	\$ 351,707
Scotiabank Trinidad and Tobago Limited	291,661	290,203
Fidelity Finance and Leasing Company Limited	111,956	107,838
Caribbean Finance Company Limited	133,195	128,991
RBC Royal Bank (Trinidad and Tobago) Limited	569,334	568,455
Republic Bank Limited	595,021	590,867
The Trinidad Building and Loan Association	218,680	218,680
First Citizens Investment Services Limited	11,534,305	11,351,849
Bourse Security Limited	5,315,000	5,315,000
Prestige Holdings Limited	1,375,000	1,750,000
The Government of Trinidad and Tobago Limited	24,737,563	24,737,563
Trinidad and Tobago Mortgage Finance Company Limited	15,711,331	14,711,331
Telecommunication Services of Trinidad and Tobago Limited	15,000,000	15,000,000
Firstline Oil Notes Limited	5,108,359	5,108,337
Firstline Securities Limited	197,005	421,183
Urban Development Corporation of Trinidad and Tobago Limited	10,645,271	7,535,827
Housing Development Corporation of Trinidad and Tobago Limited	1,000,000	3,000,000
National Investment Fund	6,082,225	6,076,724
Eastern Regional Health Authority	6,047,893	-
	<u>105,026,390</u>	<u>97,264,555</u>
Less: Provision for loss on investment	(262,127)	(243,143)
	<u>\$ 104,764,263</u>	<u>\$ 97,021,412</u>
The movement in the provision for loss on investment is as follows:		
Balance at beginning of year	\$ 243,143	\$ 259,769
Increase/(decrease) in provision	18,984	(16,626)
Balance at end of year	<u>\$ 262,127</u>	<u>\$ 243,143</u>

**NOTES TO FINANCIAL STATEMENTS – (Continued)**  
(Expressed in Trinidad and Tobago Dollars)

**TWCU CREDIT UNION CO-OPERATIVE SOCIETY LIMITED**

**December 31, 2020**

**NOTE H – WORK-IN-PROGRESS**

	<u>2020</u>	<u>2019</u>
Balance at the beginning of the period	\$ 3,391,468	\$ 960,425
Transfers to property, plant and equipment	(1,500,000)	-
Additions	<u>1,093,554</u>	<u>2,431,043</u>
Balance at the end of the period	<u>\$ 2,985,022</u>	<u>\$ 3,391,468</u>
Analyzed as:		
New Office Building - #105-107 Henry Street, Port of Spain	\$ 2,767,518	\$ 1,891,468
Down Payment on Land - #69 Frederick Street, Port of Spain	-	1,500,000
Car Park Upgrade - #69 Frederick Street, Port of Spain	<u>217,504</u>	<u>-</u>
	<u>\$ 2,985,022</u>	<u>\$ 3,391,468</u>

Work-in-progress represents the cost to date on works undertaken on the construction of a building at #105-107 Henry Street, Port of Spain and the upgrading of the car park at #69 Frederick Street, Port of Spain. See Note V for additional information.

**NOTES TO FINANCIAL STATEMENTS – (Continued)**  
(Expressed in Trinidad and Tobago Dollars)

**TWCU CREDIT UNION CO-OPERATIVE SOCIETY LIMITED**

December 31, 2020

**NOTE I – PROPERTY, PLANT AND EQUIPMENTS**

	Office Furniture & Fixtures	Computer Equipment	Ancillary Equipment	Freehold Land	Office Equipment	Total 2020	Total 2019
<b>COST</b>							
At beginning of year	\$ 472,202	\$ 861,563	\$ 193,167	\$ 7,652,117	\$ 551,869	\$ 9,730,918	\$ 9,717,415
Additions	8,168	262,831	25,345	16,050,000	4,500	16,350,844	20,792
Disposals	-	-	-	-	-	-	(7,289)
At end of year	\$ 480,370	\$ 1,124,394	\$ 218,512	\$ 23,702,117	\$ 556,369	\$ 26,081,762	\$ 9,730,918
<b>ACCUMULATED DEPRECIATION</b>							
At beginning of year	\$ 446,358	\$ 734,773	\$ 193,167	-	\$ 527,450	\$ 1,901,748	\$ 1,864,646
Current year charge	5,062	39,854	5,086	-	4,243	54,245	38,539
Disposals	-	-	-	-	-	-	(1,437)
At end of year	\$ 451,420	\$ 774,627	\$ 198,253	-	\$ 531,693	\$ 1,955,993	\$ 1,901,748
<b>NET BOOK VALUE</b>	\$ 28,950	\$ 349,767	\$ 20,259	\$ 23,702,117	\$ 24,676	\$ 24,125,769	\$ 7,829,170

**NOTES TO FINANCIAL STATEMENTS – (Continued)**  
(Expressed in Trinidad and Tobago Dollars)

**TWCU CREDIT UNION CO-OPERATIVE SOCIETY LIMITED**

**December 31, 2020**

**NOTE J – FINANCIAL RISK MANAGEMENT**

The Society's activities are primarily related to the use of financial instruments. The Society accepts funds from members and earn interest by investing in equity instruments, debt securities, mutual funds and lending to members at higher interest rates. Risk management is carried out by management and the Credit Committee under policies approved by the Board of Directors.

The Society is exposed to credit risk, currency risk, price risk, interest rate risk, liquidity risk, operational risk, compliance risk and reputational risk arising from the financial instruments it holds.

**(i) Credit risk**

The Society is exposed to credit risk if counterparties fail to make payments as they fall due in respect of:

- Loans provided to members'; and
- Contractual cash flows of debt investments carried at amortised cost.

The Society considers the probability of default upon initial recognition of assets and whether there has been a significant increase in credit risk on an ongoing basis throughout each reporting period. To assess whether there is a significant increase in credit risk, the Society compares the risk of default occurring on the asset as at the reporting date with the risk of default as at the date of initial recognition. It also considers available reasonable and supportive forward-looking information.

A significant increase in credit risk is presumed if a debtor is more than 30 days past due in making a contractual payment.

A default on a financial asset is when the counterparty fails to make contractual payments within 90 days of when they fall due.

The Society uses three categories for members' loans which reflect their credit risk and how the loan loss provision is determined for each of these categories. A summary of the assumptions underpinning the Society's expected credit loss (ECL) model is as follows:

**NOTES TO FINANCIAL STATEMENTS – (Continued)**  
(Expressed in Trinidad and Tobago Dollars)

**TWCU CREDIT UNION CO-OPERATIVE SOCIETY LIMITED**

**December 31, 2020**

**NOTE J – FINANCIAL RISK MANAGEMENT – (Continued)**

(i) **Credit risk – (Continued)**

Category	Society definition of category	Basis for recognition of ECLs
Performing	Customers have a low risk of default and a strong capacity to meet contractual cash flows	12-month expected credit losses
Underperforming	Loans for which there is a significant increase in credit risk	Lifetime expected credit losses
Non-performing	Interest and/ or principal repayments are 90 days past due	Lifetime expected credit losses

Members' loans are secured by shares in the Society in the ratio of 2:1.

Over the term of the loan, the Society accounts for its credit risk by appropriately providing for expected credit losses on a timely basis. In calculating the expected credit loss rate, the Society considers historical loss rates for each category of loans. The Society provides for credit losses against members' loans as follows:

	<u>31 December 2020</u>		<u>31 December 2019</u>	
	Carrying Amount \$	ECLs \$	Carrying Amount \$	ECLs \$
Performing	96,091,736	583,729	108,575,440	326,249
Underperforming	11,270,324	499,746	18,811,754	396,771
Non-performing	28,444,949	22,496,108	27,548,650	20,587,464
	<u>135,807,009</u>	<u>23,579,583</u>	<u>154,935,844</u>	<u>21,310,484</u>



**NOTES TO FINANCIAL STATEMENTS – (Continued)**  
(Expressed in Trinidad and Tobago Dollars)

**TWCU CREDIT UNION CO-OPERATIVE SOCIETY LIMITED**

**December 31, 2020**

**NOTE J – FINANCIAL RISK MANAGEMENT – (Continued)**

**(ii) Fair value hierarchy**

The Society measures fair values using the following fair value hierarchy, which reflects the significance of the inputs used in making the measurements.

Level 1: Inputs that are quoted market prices (unadjusted) in active markets for identical instruments.

Level 2: Inputs other than quoted prices included within Level 1 that are observable either directly (i.e. as prices) or indirectly (i.e. derived from prices). This category includes valued using: quoted market prices in active markets for similar instruments; quoted prices for identical or similar instruments in markets that are considered less than active; or other valuation techniques in which all significant inputs are directly or indirectly observable from market data.

Level 3: Inputs that are unobservable. This category includes all instruments for which the valuation technique includes inputs that are not observable and the unobservable inputs have a significant effect on the instrument's valuation. This category includes instruments that are valued based on quoted prices for similar instruments for which significant unobservable adjustments or assumptions are required to reflect differences between the instruments.

**(iii) Fair value measurements**

Valuation techniques include net present value and discounted cash flow models, comparison with similar instruments for which observable market prices exist. Assumptions and inputs used in valuation techniques include risk-free and benchmark interest rates, credit spreads and other premia used in estimating discount rates, bond and equity prices, foreign currency exchange rates, equity and equity index prices and expected price volatilities and correlations.

The objective of valuation techniques is to arrive at a fair value measurement that reflects the price that would be received to sell the asset or paid to transfer the liability in an orderly transaction between market participants at the measurement date.

**NOTES TO FINANCIAL STATEMENTS – (Continued)**  
(Expressed in Trinidad and Tobago Dollars)

**TWCU CREDIT UNION CO-OPERATIVE SOCIETY LIMITED**

**December 31, 2020**

**NOTE J – FINANCIAL RISK MANAGEMENT – (Continued)**

(iii) **Fair value measurements – (Continued)**

At year end, the financial instruments were measured at fair value as follows:

	<u>2020</u>	<u>2019</u>
Level 1	\$ 11,995,774	\$ 12,405,577
Level 2	149,700,003	165,543,632
Level 3	1,183,878	1,070,378
	<u>\$ 162,879,655</u>	<u>\$ 179,019,587</u>

(iv) **Market risks**

Exposure to foreign currency risk

The Society's exposure to currency risk was as follows based on notional amounts:

	<u>TTD</u>	<u>USD</u>
<b>Year ended December 31, 2020</b>		
Cash and cash equivalents	\$ <u>364,669</u>	\$ <u>53,628</u>
<b>Year ended December 31, 2019</b>		
Cash and cash equivalents	\$ <u>327,078</u>	\$ <u>52,645</u>

The following significant exchange rates applied at year end:

	<u>2020</u>	<u>2019</u>
USD 1	6.8	6.2129

Rate based on Central Bank of Trinidad and Tobago buying rate as at December 31, 2020 6.7230 (2019 – 6.7255).

**NOTES TO FINANCIAL STATEMENTS – (Continued)**  
(Expressed in Trinidad and Tobago Dollars)

**TWCU CREDIT UNION CO-OPERATIVE SOCIETY LIMITED**

**December 31, 2020**

**NOTE J – FINANCIAL RISK MANAGEMENT – (Continued)**

(iv) **Market risks – (Continued)**

Sensitivity analysis

At December 31, 2020, if the currency had weakened/strengthened by 5% against the United States dollar (USD) with all other variables constant, post-tax profit for the year would have been \$18,233 lower/higher, mainly as a result of foreign exchange losses/gains on translation of USD denominated balances.

Interest rate risk

Interest rate risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market interest rates. Interest rate risk arises on interest-bearing financial instruments recognized in the statement of financial position.

Management of interest rate risk

The primary goal of the Society's investment strategy is to maximize investment returns while maintaining risks at an acceptable level. The value of the Society's financial investments will fluctuate due to changes in market prices of the quoted equity and debt securities. The Society manages market risks by using the following strategies:

- Investing a certain percentage of total assets in financial instruments and monitoring the mix of debt and equity securities in its investment portfolio based on market expectation;
- Monitoring the price movements of debt and equity securities on a monthly basis in order to determine market trends;
- Investing in debt and equity securities that do not have a documented history of high price volatility and are easily tradable;
- Relying on advice from external professional financial advisors before making a decision to buy or sell investments; and
- Decisions to buy and sell investments must be approved by the Board of Directors.

**NOTES TO FINANCIAL STATEMENTS – (Continued)**  
(Expressed in Trinidad and Tobago Dollars)

**TWCU CREDIT UNION CO-OPERATIVE SOCIETY LIMITED**

**December 31, 2020**

**NOTE J – FINANCIAL RISK MANAGEMENT – (Continued)**

(iv) **Market risks – (Continued)**

*Interest rate risk – (Continued)*

*Profile*

At the reporting date, the interest rate profile of the Society's interest-bearing financial instruments was:

	<b>Gross Carrying Amount</b>	
	<u>2020</u>	<u>2019</u>
<b>Fixed rate instruments</b>		
Financial assets	\$ 111,826,701	\$ 104,466,266
Financial liabilities	<u>98,202,822</u>	<u>99,538,281</u>
<b>Variable rate instruments</b>		
Financial assets	\$ <u>156,079,344</u>	\$ <u>171,817,875</u>

The Society does not account for any fixed rate financial assets and liabilities at fair value through profit or loss. Therefore, a change in interest rates at the reporting date would not affect surplus or loss.

A change of 1% in interest rates would have increased or decreased only variable instruments by \$1,560,793 (2019 – \$1,718,179).

**NOTES TO FINANCIAL STATEMENTS – (Continued)**  
(Expressed in Trinidad and Tobago Dollars)

**TWCU CREDIT UNION CO-OPERATIVE SOCIETY LIMITED**

**December 31, 2020**

**NOTE K – MEMBERS' LOAN**

	<u>2020</u>	<u>2019</u>
Ordinary loans	\$ 124,577,471	\$ 141,402,110
Hire purchase furniture and appliances loans	2,255,136	2,718,671
Hire purchase car loan	1,249,470	1,661,204
Special loans	1,515,680	1,796,076
Mortgage loans	1,833,977	1,814,870
Bridging loans	33,363	38,781
New car loans	4,157,264	4,874,347
School loans	184,648	629,785
	<u>135,807,009</u>	<u>154,935,844</u>
Less: Provision for loan loss	<u>(23,579,583)</u>	<u>(21,310,484)</u>
	<u>\$ 112,227,426</u>	<u>\$ 133,625,360</u>

The movement in the provision for loan is as follows:

Balance at beginning of year	\$ 21,310,484	\$ 20,549,998
Increase in provision	2,269,099	760,486
	<u>\$ 23,579,583</u>	<u>\$ 21,310,484</u>

**NOTE L – ACCOUNTS PAYABLE & ACCRUALS**

	<u>2020</u>	<u>2019</u>
Accounts payable and accruals	\$ 208,922	\$ 194,709
CUNA Caribbean Insurance	169,632	185,825
Other payables	2,289,140	1,024,013
Audit fees	44,888	44,888
Severance benefit fund	2,085,835	2,001,753
	<u>\$ 4,798,417</u>	<u>\$ 3,451,188</u>



**NOTES TO FINANCIAL STATEMENTS – (Continued)**  
(Expressed in Trinidad and Tobago Dollars)

**TWCU CREDIT UNION CO-OPERATIVE SOCIETY LIMITED**

**December 31, 2020**

**NOTE M – MEMBERS' DEPOSITS**

	<u>2020</u>	<u>2019</u>
Ordinary	\$ 20,621,957	\$ 20,394,048
Special	22,132	2,500
Secondary fixed deposit	(245,386)	334,147
Members' fixed deposit	98,202,822	99,538,281
Health and life insurance deposit	139,821	-
<b>Total Members' Deposit</b>	<u><u>\$ 118,741,346</u></u>	<u><u>\$ 120,268,976</u></u>

**NOTE N – INTEREST ON MEMBERS LOAN**

	<u>2020</u>	<u>2019</u>
<b>Income</b>		
Interest on character loans	\$ 14,195,480	\$ 15,876,682
Interest on hire purchase loans	471,199	643,577
Interest on motor vehicles loans	406,078	487,664
Interest on special loans	81,369	61,386
Interest on bridging loans	4,579	3,319
Interest on school loans	32,740	20,370
	<u><u>\$ 15,191,445</u></u>	<u><u>\$ 17,092,998</u></u>

**NOTE O – INVESTMENT AND INTEREST INCOME**

	<u>2020</u>	<u>2019</u>
Interest on current accounts	\$ 59,357	\$ 36,679
Interest on mutual funds	1,473,214	1,411,123
Interest on fixed deposits	201,688	292,051
Interest on bonds and notes	5,069,371	6,725,576
Dividends received	393,076	566,597
Interest from managed portfolios	1,111,769	701,849
	<u><u>\$ 8,308,475</u></u>	<u><u>\$ 9,733,875</u></u>

**NOTES TO FINANCIAL STATEMENTS – (Continued)**  
(Expressed in Trinidad and Tobago Dollars)

**TWCU CREDIT UNION CO-OPERATIVE SOCIETY LIMITED**

**December 31, 2020**

**NOTE P – OTHER INCOME**

	<u>2020</u>	<u>2019</u>
Rent (Charlotte Street & Frederick Street)	\$ 118,700	\$ 63,000
Miscellaneous income	-	7,462
CUNA FIP	165,061	157,817
Unrealized gain on revaluation on investment	-	3,766,360
	<u>\$ 283,761</u>	<u>\$ 3,994,639</u>

**NOTES TO FINANCIAL STATEMENTS – (Continued)**  
(Expressed in Trinidad and Tobago Dollars)

**TWCU CREDIT UNION CO-OPERATIVE SOCIETY LIMITED**

**December 31, 2020**

**NOTE Q – OTHER ADMINISTRATIVE AND GENERAL EXPENSES**

	Year ended December 31	
	2020	2019
Annual general meeting	\$ 240,558	\$ 423,043
Audit fees	90,843	70,469
Bank and interest charges	30,150	31,058
Service charges	101,222	88,326
Computer expenses	149,053	122,618
Credit union projects	91,424	385,393
Depreciation	54,244	38,539
Donation	34,035	48,144
Insurance	15,554	15,290
League dues	48,516	48,516
Legal and professional fees	623,924	223,362
Miscellaneous	42,958	45,756
Office and general expenses	263,887	268,746
Other	80,858	200,688
Rental of premises	653,076	641,682
Rental of parking spaces	51,975	56,700
Repairs and maintenance	105,566	70,241
Staff benefits/training and development	13,398	25,306
Security	115,036	134,629
Severance benefits and subsistence	483,294	97,578
Telephone	191,110	94,645
Travelling	10,189	14,803
Electricity	55,840	61,824
Janitorial services	121,634	106,092
Pension and medical	84,550	84,550
Rates and taxes	16,083	19,225
Rental – equipment	42,669	38,664
Loss on disposal of asset	-	5,852
Marketing and promotion	437,266	4,999
Demolition of building	-	19,080
Books and periodicals	-	1,500
Penalties and interest	859	2,741
Green fund levy	71,351	92,465
	<u>                    </u>	<u>                    </u>
<b>TOTAL ADMINISTRATIVE AND GENERAL EXPENSES</b>	<b>\$ 4,321,122</b>	<b>\$ 3,582,524</b>

**NOTES TO FINANCIAL STATEMENTS – (Continued)**  
(Expressed in Trinidad and Tobago Dollars)

**TWCU CREDIT UNION CO-OPERATIVE SOCIETY LIMITED**

**December 31, 2020**

**NOTE R – RELATED PARTY TRANSACTIONS**

**Related party transactions and balances**

A number of transactions have been entered into with related parties in the normal course of business. These transactions were conducted at market rates, on commercial terms and conditions.

	<u>2020</u>	<u>2019</u>
<b>(i) Outstanding loans, deposits and shares</b>		
Members loan balances outstanding to Directors and key management personnel	\$ <u>2,180,963</u>	\$ <u>2,062,213</u>
Member deposits held by Directors and key management personnel	<u>2,195,537</u>	<u>2,228,590</u>
Member shares held by Directors and key management personnel	\$ <u>2,920,058</u>	\$ <u>2,810,427</u>
There were no provisions necessary for loan losses related to the loans outstanding from Directors and key management personnel as none of these were delinquent.		
<b>(ii) Transactions</b>		
Interest earned on loans held by Directors and key management personnel	\$ <u>224,131</u>	\$ <u>200,353</u>
<b>(iii) Key management compensation</b>		
Key management comprises individuals responsible for planning, directing and controlling the activities of the Society.		
Key Management compensation:		
Short-term benefits	\$ <u>639,002</u>	\$ <u>819,423</u>

**NOTES TO FINANCIAL STATEMENTS – (Continued)**  
(Expressed in Trinidad and Tobago Dollars)

**TWCU CREDIT UNION CO-OPERATIVE SOCIETY LIMITED**

**December 31, 2020**

**NOTE S – OBLIGATIONS UNDER OPERATING LEASES**

The Society holds a building under operating lease from S.P.R Holdings Limited. The lease runs for a period of one year. The lease began in March 2020 and the monthly payment is \$54,423, however it is the Society's intention to renew the lease for another period upon its expiration.

	<u>2020</u>	<u>2019</u>
Within one year	\$ <u>108,846</u>	\$ <u>136,058</u>

**NOTE T – CAPITAL RISK MANAGEMENT**

The Credit Union manages its capital to ensure that it will be able to continue as a going concern while maximizing the return to members, while providing value to its members by offering loans and savings facilities. The Credit Union's overall strategy remains unchanged from previous years.

The capital structure of the Credit Union consists of equity attributable to members, which comprises issued members shares, reserves and retained earnings.

**NOTE U – CONTINGENT LIABILITY**

The Society has entered into a contract with A.V. Knowles and Company Limited to provide debt collection and recovery services on its delinquent accounts. The fees payable for this service is contingent upon the amount recovered.

**NOTE V – CAPITAL COMMITMENTS**

Significant capital expenditure contracted for at the end of the reporting period but not recognized as a liability is estimated at \$23.9 million. The contract is to design and construct a commercial building at #105-107 Henry Street, Port of Spain. The entity contracted is Alpha Engineering and Construction Limited and the estimated date of completion is June 2022.



**NOTES TO FINANCIAL STATEMENTS – (Continued)**  
(Expressed in Trinidad and Tobago Dollars)

**TWCU CREDIT UNION CO-OPERATIVE SOCIETY LIMITED**

**December 31, 2020**

**NOTE W – SUBSEQUENT EVENTS**

In preparing the financial statements, management has evaluated events and transactions for potential recognition or disclosure through March 25, 2021, the date that the financial statements were available to be issued. In December 2019, a novel strain of coronavirus was reported in Wuhan, China. The World Health Organization has declared the outbreak to constitute a “Public Health Emergency of International Concern.” The COVID-19 outbreak is disrupting supply chains and affecting production and sales across a range of industries.

The extent of the impact of COVID-19 on our operational and financial performance will depend on certain developments, including but not limited to the duration and spread of the outbreak, impact on our customers, employees, vendors, local economy, liquidity and any future prospects all of which are uncertain and cannot be predicted.

Management determined that there were no other subsequent events or transactions that require additional disclosure.

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*On the occasion of your*

*71<sup>st</sup> Annual General Meeting  
April 10<sup>th</sup>, 2021*



# *Proposed Capital Expenditure and Financial Projections*

*“Stabilization For Future Growth”*

**2020**

## TWCU CREDIT UNION CO-OPERATIVE SOCIETY LIMITED

### BUDGET / ACTUAL JANUARY - DECEMBER 2020 AND PROPOSED BUDGET 2021

PARTICULARS	BUDGETED INCOME	ACTUAL INCOME	VARIANCE	PROPOSED BUDGET
	<b>2020</b>	<b>2020</b>		<b>2021</b>
	\$	\$	\$	\$
Interest on Loans	15,024,830	15,191,444	166,614	12,766,000
Interest on Investments	6,139,878	8,308,455	2,168,577	7,401,048
COMM. - Cuna (FIP)	158,400	165,061	6,661	162,000
Car Parks - Rental	323,000	118,700	(204,300)	231,000
<b>TOTAL</b>	<b>21,646,108</b>	<b>23,783,660</b>	<b>2,137,552</b>	<b>20,560,048</b>

<b>PARTICULARS</b>	<b>BUDGETED EXPENDITURE</b>	<b>ACTUAL EXPENDITURE</b>	<b>VARIANCE</b>	<b>PROPOSED BUDGET</b>
	<b>2020</b>	<b>2020</b>		<b>2021</b>
<b>STAFF</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Salaries	2,490,250	4,170,588	(1,680,338)	2,747,571
N.I.S. Contribution	230,000	215,665	14,335	230,000
Pension Plan Contribution	34,000	33,070	930	40,000
Staff Allowance	320,000	300,775	19,225	90,000
Medical	55,000	51,480	3,520	55,000
Staff Training	75,000	13,397	61,603	100,000
Subsistence	20,000	2,885	17,115	15,000
Uniforms	40,000	1,633	38,367	40,000
Treasurer Allowance	6,000	6,000	0	6,000
Manager Allowance	30,000	35,000	(5,000)	0
Severance	90,074	480,409	(390,335)	351,882
<b>TOTAL</b>	<b>3,390,324</b>	<b>5,310,902</b>	<b>(1,920,578)</b>	<b>3,675,453</b>



<b>PARTICULARS</b>	<b>BUDGETED EXPENDITURE</b>	<b>ACTUAL EXPENDITURE</b>	<b>VARIANCE</b>	<b>PROPOSED BUDGET</b>
	<b>2020</b>	<b>2020</b>		<b>2021</b>
<b>ESTABLISHMENT</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Insurance	22,000	15,554	6,446	20,000
Repairs & M'tce Buildings	70,000	91,503	(21,503)	100,000
Repairs & M'tce Air Conditions	10,000	14,062	(4,062)	20,000
Rates & Taxes	23,000	16,083	6,917	20,000
Electricity	100,000	55,840	44,160	75,000
Security Services	245,000	115,036	129,964	180,000
Rental of Property	653,076	653,076	0	653,076
Rental of Office Space - Tobago	0	0	0	18,000
Rental of Parking Spots	56,700	51,975	4,725	56,700
Telephone	96,000	191,110	(95,110)	180,000
Rental of Equipment	62,900	42,669	20,231	62,900
Minor Equipment Purchases	5,000	11,575	(6,575)	10,000
<b>TOTAL</b>	<b>1,343,676</b>	<b>1,258,483</b>	<b>85,193</b>	<b>1,395,676</b>

PARTICULARS	BUDGETED EXPENDITURE	ACTUAL EXPENDITURE	VARIANCE	PROPOSED BUDGET
	2020	2020		2021
ADMINISTRATIVE	\$	\$	\$	\$
Bank Charges	40,000	30,150	9,850	40,000
Overdraft Interest	1,500	0	1,500	1,500
Board Meetings	70,000	61,240	8,670	90,000
Int. Members' Fixed Deposits	3,000,000	4,951,447	(1,951,447)	3,700,000
Int. - Bond	0	29,750	(29,750)	0
Credit Union Activities	450,000	91,424	358,576	450,000
CUNA - LS/LP Protection	3,000,000	2,115,938	884,062	2,400,000
Other Committee Meetings	40,000	18,831	21,169	40,000
Travelling Expenses	16,000	10,189	5,811	15,000
Marketing & Promotions	800,000	437,266	362,734	600,000
Community Project	75,000	0	75,000	75,000
Special Project	72,000	59,969	12,031	144,000
Computer Supplies/ Services	125,000	149,053	(24,053)	152,000
Stationery	140,000	131,326	8,674	140,000
Office Exp/ Supplies	140,000	132,561	7,439	140,000
Audit Fees	90,000	90,843	(843)	110,000
C.U. Leagues Dues	49,000	48,517	483	49,000

Training Board & Committee	40,000	9,447	30,553	50,000
Annual General Meeting	450,000	240,558	209,442	350,000
Credit Committee Meetings	80,000	31,967	48,033	80,000
Janitorial Services	120,000	121,634	(1,634)	135,000
Youth Development Programme	50,000	1,622	48,378	50,000
Anniversary Celebrations	15,000	19,267	(4,267)	15,000
Co-operative Development	50,000	0	50,000	0
<b>TOTAL</b>	<b>8,913,500</b>	<b>8,782,999</b>	<b>130,501</b>	<b>8,826,500</b>

<b>PARTICULARS</b>	<b>BUDGETED EXPENDITURE</b>	<b>ACTUAL EXPENDITURE</b>	<b>VARIANCE</b>	<b>PROPOSED BUDGET</b>
	2020	2020		2021
<b>OTHER</b>	\$	\$	\$	\$
Depreciation	45,000	54,244	(9,244)	92,000
Donations	50,000	34,035	15,965	50,000
Legal Fees	90,000	140,772	(50,772)	120,000
Consultancy Fees	356,250	333,038	23,212	400,000
Provision for Loss on Investments (IFRS 9)	0	1,169,647	(1,169,647)	0

Provision For Bad and Doubtful Debts (IFRS 9)	0	2,288,083	(2,888,083)	0
Green Fund Levy	100,000	71,351	28,649	90,000
Penalty - Green Fund	3,000	859	2,141	0
Books & Periodical	2,000	0	2,000	0
Service Charge - A.V. Knowles & Co.	0	150,114	(150,114)	50,000
Service Charge - (FCIS - CMMB)	92,000	88,529	3,471	92,000
Service Charge - Bailiff Fees	15,000	12,695	2,305	15,000
Professional Services- Transunion	0	0	0	12,000
<b>TOTAL</b>	<b>753,250</b>	<b>4,343,367</b>	<b>(3,590,117)</b>	<b>921,000</b>

<b>PARTICULARS</b>	<b>BUDGETED</b>	<b>ACTUAL</b>	<b>VARIANCE</b>	<b>PROPOSED BUDGET</b>
	2020	2020		2021
<b>SUMMARY</b>	\$	\$	\$	\$
Total Income	21,646,108	23,783,660	2,137,552	20,560,048
Total Expenditure	14,400,750	19,695,751	(5,295,001)	14,818,629
<b>Surplus/Deficit</b>	<b>7,245,358</b>	<b>4,087,909</b>	<b>(3,157,449)</b>	<b>5,741,419</b>

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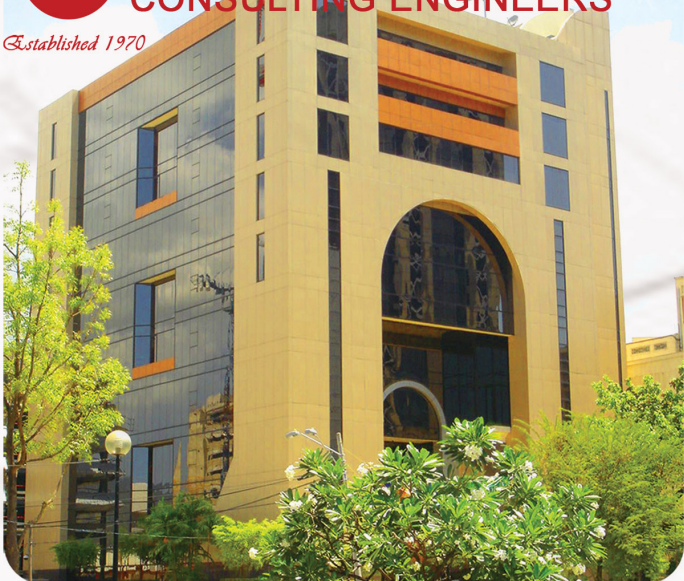
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# *Amendments To Bye-Laws*

*“Stabilization For Future Growth”*

## AMENDMENTS TO **BYE-LAWS**

ANNUAL GENERAL MEETING APRIL 10<sup>TH</sup> 2021

**BE IT RESOLVED THAT THIS 71<sup>ST</sup> ANNUAL GENERAL MEETING AMEND THE BYE-LAWS OF TWCU CREDIT UNION CO-OPERATIVE SOCIETY LIMITED AS FOLLOWS:**

### **BYE-LAW 1. INTERPRETATION**

#### **AMEND existing BYE-LAW 1(a) by adding**

- x. “meeting” means a properly constituted assembly of members in accordance with these Bye-Laws, for the purpose of conducting the affairs of the Society. The meeting may be in a physical area/room or virtual by means of online audio or video communication facilities that allow members to exchange ideas, to discuss, to take decisions and to vote electronically. Such a meeting may be held also in a hybrid format in which members meet physical and virtual at the same time. Members who attend virtual and hybrid meetings shall be deemed to be present and in the event of members non-attendance shall be deemed to be absent.
- xi. “member in good standing” means a member who is neither delinquent nor inactive.
- xii. “inactive member” member who has not been purchasing shares in each consecutive month of the calendar year
- xiii. “delinquent member” means a member who is in default in the repayment of a loan or the payment of an installment in respect of a loan.

#### **AMEND existing BYE-LAW 9 by replacing with**

Shares shall be valued at Five Dollars (\$5.00). A member to be deemed an active member of the credit union shall be required to purchase shares in each consecutive month of the calendar year.

**AMEND existing (d) by changing the words “Five Thousand Dollars” to “Fifty Thousand Dollars (\$50,000)**

**AMEND existing (e) by changing the words “Five Thousand Dollars” to “Fifty Thousand Dollars (\$50,000)”**

**BYE-LAW 21 VOTING****AMEND existing Bye-Law 21 by adding to first clause**

- (a) and **AMEND** in the first line in paragraph the words Bye-Law 38 to Bye-Law 39.

**AMEND existing Bye-Law 21 by adding**

- (b) Voting by show of hands or ballots in accordance with these Bye-Laws may be conducted by means of electronic facilities in physical areas and/ or by means of online audio or video communication facilities.

**BYE-LAW 22 POWERS AND DUTIES OF ANNUAL GENERAL MEETING**

**AMEND** in (a) Bye-Laws 23,28,29 to Bye-Laws 24,29,39

**AMEND** in (f) Bye-Law 26 to Bye-Law 27

**AMEND** existing (h) to new

- (h) To receive the Nominations Committee report in accordance with Bye-Law 23(c)

**AMEND EXISTING BYE-LAW 23** [to be re-numbered Bye-Law 24]

**[NEW] BYE-LAW 23 NOMINATIONS COMMITTEE AND NOMINATIONS FOR ELECTIONS TO BOARD OF DIRECTORS, CREDIT COMMITTEE AND SUPERVISORY COMMITTEE AT ANNUAL GENERAL MEETING**

**NOMINATIONS COMMITTEE**

23(1) (a) A Nominations Committee shall be appointed annually by the Board of Directors and shall consist of five members including two Directors, none of whom is a nominee for election to the Board of Directors, Credit Committee and Supervisory Committee at the next upcoming Annual General Meeting. No employee shall be appointed to the Nominations Committee. The duties of the Committee shall be to receive nominations, to examine the eligibility of nominees and to verify the validity of nominations in accordance with these Bye-Laws and the Nominations Policy and Procedures for elections to the Board of Directors, Credit Committee and Supervisory Committee.

- (b) The Nominations Committee shall be appointed at least six months prior to the Annual General Meeting and its tenure shall expire no later than two (2) months after the Annual General Meeting.
- (c) The Nominations Committee shall submit a report of its findings on the nominations to the Board of Directors at least one (1) month before the Annual General Meeting. These

findings shall be circulated to the members at least seven (7) days before the Annual General Meeting and presented to the Annual General Meeting prior to the conduct of the elections.

- (d) Nominations from the floor shall not be accepted at the Annual General Meeting except in the event that the number of nominations that were received prior to the Annual General Meeting were less than the number of members required to fill the positions including the substitutes for the respective committees.

### **NOMINATION POLICY AND PROCEDURES**

23(2)(a) A Nomination Policy and Procedures for elections shall be established by the Board of Directors and shall include:

- i. the responsibilities of the Board of Directors.
- ii. the duties of the Nomination Policy and Procedures Committee.
- iii. the eligibility criteria for nominations in accordance with these Bye-Laws.
- iv. the deadline for receipt of nominations, procedures for examination of nomination forms, interviews of nominees, conduct of orientation seminars for nominees.
- v. any other procedures to maintain transparency and effectiveness that may be approved by the Board of Directors from to time.

### **ELIGIBILITY FOR NOMINATION FOR ELECTIONS**

23(3)(a) A member shall be eligible for nomination for and election to the Board of Directors, Credit Committee and Supervisory Committee if he/she

- i. is 18 years of age or over and has been a member for not less than two years.
- ii. is not an employee of or engaged as a consultant or a contractor by the Society.
- iii. is not an officer in any other Credit Union.
- iv. is a member in good standing.
- v. is not an inactive or a delinquent member in TWCU or a bad debtor in any other Credit Union or financial institution.
- vi. is not bankrupt or has filed for bankruptcy.
- vii. is not guilty of dishonesty or is charged or convicted of any criminal offence or fraud.
- viii. is or was not involved in the mismanagement or collapse of a credit union or any other financial institution.

- ix. is not of unsound mind.
- x. has obtained a Police Certificate of Character
- xi. has been nominated and seconded by two members in good standing in the Society.
- xii. is not a relative of a sitting member on the Board of Directors, Credit Committee and Supervisory Committee.

**AMEND existing BYE-LAW 23 TO 24 and subsequent numbering of BYE-LAWS**

**AMEND existing BYE-LAW 25 to 26 POWERS AND DUTIES OF BOARD OF DIRECTORS**

**AMEND** existing (k) by adding New

- (k) To appoint the Nominations Committee annually and to establish the Nomination Policy and Procedures in accordance with Bye-Law 23(a)

**AMEND** existing (k) to (l)

**AMEND BYE-LAW 31 to 32 GENERAL RULES FOR BOARD AND COMMITTEES**

**AMEND** in (5) Bye-Laws 29(c) and 32(c) to Bye-Laws 30(c) and 33(c)

**AMEND** in (6) the name Telephone Workers' Credit Union Co-operative Society Limited to TWCU Credit Union Co-operative Society Limited

**AMEND in** (8) Bye-Law 26 to Bye-Law 27

**AMEND** in (9) by adding

- (f) is engaged as an employee or a consultant or a contractor by the Society.
- (g) is elected or appointed an officer in any other Credit Union.
- (h) is not a member in good standing.
- (i) is an inactive or delinquent member in the Society or a bad debtor in any other credit union or financial institution.
- (j) is charged or convicted of any criminal offence or is the subject of any investigation by lawful authorities in relation to any matter of a criminal nature.
- (k) is or was involved in the mismanagement or collapse of a credit union or any other financial institution.



(l) is named on any list of persons and designated entities as outlined by the Financial Intelligence Unit or by any other similar lawful authorities.

**AMEND existing BYE-LAW 35 to 36 DISTRIBUTION OF SURPLUS**

**AMEND** in NEW Bye-Law 36 (2) by replacing Bye-Law 35(1)(b) to Bye-Law 36(1) (b)

**Members Present** \_\_\_\_\_

**Votes For** \_\_\_\_\_

**Votes Against** \_\_\_\_\_

**Abstain** \_\_\_\_\_



*Recommendations &  
Resolutions*

*“Stabilization For Future Growth”*

**2020**

## RECOMMENDATIONS & RESOLUTIONS

### RECOMMENDATIONS

1. **Dividends** - The Board of Directors recommends to this 71<sup>st</sup> Annual General Meeting that dividends at the rate of **two and three quarter percent (2.75%)** be declared for the year 2020 and that such sums be credited to members' share account.
2. The Board of Directors recommends to this Annual General Meeting that the firm Baker Tilly Montano Ramcharitar, Mecalfab House, No. 92 Queen Street, Port of Spain be appointed Auditors for the financial year 2021.

### RESOLUTIONS

1. **Authorization to Borrow**

Be it resolved that this 71<sup>st</sup> Annual General Meeting authorizes the Board of Directors to borrow monies on behalf of TWCU Credit Union Co-operative Society Limited from any approved source on such security and on such terms as it thinks fit and for such purpose that it thinks necessary, providing that total sum does not exceed **One Hundred and Thirty-one Million Dollars (\$131.0 M)**



## ELECTIONS OF OFFICERS RESULTS

SUPERVISORY COMMITTEE	

CREDIT COMMITTEE	

BOARD OF DIRECTORS	

# NOTES



# NOTES



Donation of 5 Tablets to the Outreach Committee, St. Mary's Parish, Tacarigua



TWCU's Car Park No. 69 Frederick Street, Port of Spain



Signing Ceremony



Congratulations Ms. Patsy Le Blanc on your Retirement, 35 yrs. unbroken service from February 18, 1986



Joseph Corbie SEA and Award Scholarship Award Function





**2020**  
*Year End Reviews*





## Our Services

- ✓ Low Cost Loan
- ✓ Car Loans for Traveling Officer
- ✓ Car and/or Home Insurance Loan
- ✓ New Car Loan
- ✓ Educational Courses
- ✓ Financial Counselling
- ✓ Online Services
- ✓ Seasonal Loans
- ✓ Loan & Shares Protection
- ✓ Statements
- ✓ Legal Assistance Referral
- ✓ Group Health Plan
- ✓ School Book Loan
- ✓ Family Indemnity Plan (F.I.P)

***Our Credit Union. Our Family***



**Contact Us For More Information**

#31 Pembroke Street  
Port of Spain

info@twcu.co.tt  
(868)623-4444

www.twcu.co.tt





***Our Credit Union. One Family***

**[www.twcu.co.tt](http://www.twcu.co.tt)**

## Contact Us

Tel: +1 (868) 623-4444 / 3441

Email: [info@twcu.co.tt](mailto:info@twcu.co.tt)

