

AWCCU AGM Meeting Minutes 2019

Call to Order @5:40pm

John MacDonald- Chair

Welcomed everyone including the guests, and announced that 60 members were in attendance, have quorum Special guests Dale Tinkham & Mike Rooke (Tinkham & Associates), Jeremy & Jeff (PRA Canada), John Oshawa Community Credit, Don Nicholls Director of Credit Union, Abid Khawaja (DICO) not there) Matt Singer AVISO, Bob Oriana Financial, Derek Giberson Backdoor Mission, Teresa Power (Eat my Shortbread) Jorge & Sarah Chiaparro (Berry Hill), Marianne from Dan Laurie Insurance, Mayor John Henry, Teresa BACD
Up to 62...

No Motion required to adopt the agenda as part of the By-Laws

Introduced the Head Table:

Ron
Chris
Francine
Lindsay Temple, Chief Experience Officer
Dan Komorowski CFO
Chris Inniss, CEO
Enid Lyttle

I would like to ask for a moment of silence everyone please stand up to recognize the 117 members that passed away in 2018

Chris Introduced John MacDonald Chair of the Board

CEO-Discuss Union/Message/Values

Change in credit union industry

Lots of change in Durham

Sad lose over 100 members

Learned a lot from members & from our employees.

Mission/Vision & Values

People/Helping People- Incomes not risen. Want to help people in our community. Best credit union in the world to putting our members in the centre -we can do it, will do it- best advice for our members

Invested in our people, increases on training. Walmart ruined it for everyone, competition for pricing- middle of the pricing. Great value but not the lowest.

Technology is happening-Open banking starting, new banking innovations- Want to be fast followers of technology, no taking risk in first on market. Want to fast and easy provide Holistic advice

Build relationships

We want to offer supports to the community. Offer support to GM employees. In becoming the best in the world, we have a hard journey.

John made a MOTION to accept the minutes from the 2018 annual meeting

Mover: Anita

Seconder: Terri Rice

All in Favour -Carried

Nothing to bring forward.

****Some Choices Matter- Video shown**

Moderate Panel

Doug & Loreen Moderators

Chris what is going on in the industry?

-lots of competition on technology & price

-banks are starting to see their members as people pockets of member focus

-see some big credit unions-like Meridian get large or see them get stagnant

John- changes in Durham Region-financial security-to raise standards of community

GM announcement in 2018 will impact but advanced manufacturing

UOIT Universities around our town.

Major outcomes will take place -Health Care Sector

Logistics and Information Technology.

Lot to happen- work to continue prominent in Oshawa

Opportunity for people to do Local Matters

Dan-change of Credit Union

-pace of competition increasing and more rapid & technology change puts pressure on our margin's-

-pace of technological change -pace of technological change over 100 years you'll see in the next 25.

Work smarter not harder

Chris – A lot of positive for us- member base is strong

-great team at AWCCU

-Durham is paused for growth

-Hamilton is a good example

great growth potential

We 2 Branches= 10 advisors & work all together, be consistent

Great potential

Loreen- Sounds promising- What do we do next?

Chris — Look at mission, vision and values, board, name, brand. If we don't capture those members other credit union or banking will get it.

Lindsay What stops us from growing? Maturing membership 50% of active members are over 66= Durham 14% of Durham Region but a Large population number of not targeted.

Targeting is 16-40 look at things differently- Adjusting the way we sell to these groups.

Perceived barrier of our name not sure who we are- feel you have to work at the Auto Workers

What are we doing about it?

-education of our employees

HR invested.

-training with advisors-Market differently- corporate social responsibility out at community events

Town Hall=May + provide feedback

Chris – Doug questions

Mission, Vision & Values

What resonates with our members today are not what will be in the future. New channels, new initiatives

Get those younger members.

Love credit union system & what it does for our community

Doug- Open Bond- a great point Open Bond- community has to get out there.

John M -consistently building membership base & talking and the benefits of being a part of the cooperative system-huge advantage

Thank you, Doug/Loreen,

Open floor to questions:

Terri Rice- Your Choices Matter is on TV & YouTube? Yes, it is on TV and YouTube. National Trade Association talks more about the credit unions

Bill current government climate is a pressure on the credit union system?

Chris -Credit Union Act 1994- digital society-meeting with politicians and credit union system is strong.

Glen- when are we going to be accessible for snowbirds of US accounts

Chris- Payment Modernization being updated-Open Banking- with modernization may have the tools to do that.

** CHIP card does not work in the United States

John -have integrations to the financial institutions. Safe for our members money

No further questions

Report of the Audit Committee

Arnold DeMan – Chair of the Audit/Risk/ERM Committee

Introduced Audit Committee members- oversight, all areas of business Asset Management, Policies, Procedures, Controls of Risk Management, Operations, Financials

Review reports for PRA & Tinkham. Accountable to Regulators. Make recommendation, Analyse auditors' findings & implementations. Accountable to our regulators DICO & FSCO

Full Financials in the package

John moved a motion for the adoption of Audit Report

Mover: by the committee, Doug Sanders

Secunder: Terri White

CARRIED- No Opposition

Dale- Tinkham & Associates

Financial Statements circulated, handed out.

New report-Opinion is the first paragraph of the report now- Clear statement of Independence. Responsibility of management & Governance -Board of Directors

Summary Financial Statements- experienced a reduction in Assets, proceeds to pay down mortgage securitization, Balance Sheet has shrunk, but the credit union is in great financial condition & add to Equity us sound financial position. Financial Margin making more profit on interest Margin. Expenses have increased by \$300,000.00. The credit union is profitable. Audit reports one of the best he has ever read.

Any questions?

Doug- regards Interest Financial Report Standards 9- Read the notes to Financial statement- on accounting policies if notes IFRS9-deals with the calculation of the Allowance. Half size from last year- allowance impact. Two sets of accounting frameworks & new significant disclosures. Current standards for CDA.

No more questions

MOTION on the Tinkham Financial Report

Mover: Bill Cutleff

Secunder: Terri Rice

No opposed- Passed

New Business

Bill Cutleff- any initiatives to reach our to GM employees?

Lindsay- Pensions & information sessions occurring. Information Session and running some Job Fairs- one on one coaching- interview sessions- 2 sessions on each.

2 Sessions on Financial – targeting GM and affiliates

John- partnership with Credit Counselling session Workshops to be set up

Report Nomination Committee- Francine Saunders

2018 Notice October 15 2018- November 9 2018

4 Valid Candidates required 5 in total

Extended to November 16, 2018 without success

By-Law Amendment

Vote to A By-Law change for Insufficient number of members
Motion to vote to accept the Amendment of the By-Law
Accept Terri Rice
Secunder: Gerri Lucas
In Favour No Opposition

Opening Nominations

Chris W- nominations

1/ Loreen Potter- Bio read

GM- 31 years, Board of Director 3 years

2 Nominee -Mike Melnichuk-Bio read

High School teacher

16-year Commission Officer of the Canadian Armed Forces

3/Doug Sanders- Bio read

Longest serving Board Member

Former Regional Councillor

4/Arnold DeMan- Bio read

Member for over 50 years- 3 years on the Board of Directors- all 3 levels of the CUDA program

Francine further nominations?

Don Nichols nominated Derek Giberson

Derek, Arnold, Doug, Mike and Loreen

Derek introduced himself- works on 3 non-profit boards

Board of Director Back Door Mission & has accounts with AWCCU

City councillor for this Ward

My entry of great works of the AWCCU – parent here

Grown up in Oshawa

No Election required

Motion to accept the Nominations report and the Candidates

First- Bill Cutleff

Second- Terri Rice

All in favour

Leo Vachon to swear in the Officers. Directors to come forward- Installations of Officers read

9 Board of Directors Sworn In

The Officers responded: "I do".

Leo –congratulations to each of you.

John made a MOTION to Affirm 2019 Tinkham as Auditors

First -Doug Sanders

Second- Loreen Potter

All in Favour

Thanked Management Staff - Contribute to the credit union success- Look forward as the Chair moving forward to direction credit union into the future.

May 2-Invitation to the Town Hall

Lindsay

2018 End of AGM

More information of events on our website social media, Facebook/Instagram

Voice of Town Hall May 2nd at 5:00pm at the Oshawa Branch

Business Advisory Centre of Durham- Micro Financing Project- small loans

Bill highlighted information sessions coming up

Terri #905 access on website- not only-Hashtag & Social media- Only Facebook

Meg- open to engage members-use AWCCU statements as a way to communicate

September- have your Love your Local pop up market- Marketing award- gave us some recognition

Member Town Hall- opening branch at Zellers Plaza?

Lindsay – Exchange Network access to all banking needs. Not looking at opening a branch at this time

John (member) Not fussy about money machine-like personal banking

Chris –so do we, like to find a cost-effective way to open a smaller branch- in locations convenience for you-need to get projects done first- then do a study best location for a branch.

John M-there is a lot of cost for AWCCU for bricks and mortar- large development-at that time its more opportunity for us.

John (member)-could fill up at Zellers plaza before you open it-

John M- Its important that these questions are asked,

John (member)at one time-local improvements on property for low interest rates. Not only cater to everyone. why not offer lower interest rate to do local improvements.

Chris- We do lots of that.

Glen(member)- Keeping- not young and not old your trying to shove everyone into same (inaudible). Step into shoes-

Best look after the ones you got- Got a Budget- standalone unit. Facebook & TD puts little kiosks.

Cost to much you have a budget- Cost of bricks and mortar,

John M-many steps before we can open branches around the city.

Glen (member) Big difference between Branch/Kiosk (inaudible)

Chris figure it out in our two branches first – the next phase of our plan- in agreement

(Inaudible)

Lindsay- Pop up Market- 2019 change is inevitable-key to stay relevant and be successful, it takes courage and innovation, we are preparing for the next generation of members and current members.

Fun Quote:

Change is hard at start- messy in the middle- fantastic at the end

John Motion Mission Vision and Values

Report from Chris & John

Moved by the Board

Seconded Terri Rice

All in Favour

Call for a MOTION Adjournment of the meeting

Mover Doug Sanders

Seconder: Terri Rice

Time is 6:50pm

The 2019 Auto Workers Credit Union meeting now be adjourned.

Board Chair

Director
