



Neal & Massy (North) Credit Union
Co-operative Society Limited



2016 ANNUAL REPORT
Preserving Our Legacy



MISSION

To serve our members by providing innovative solutions and a personalized customer relationship that will positively impact their economic, social and cultural needs.



Neal & Massy (North) Credit Union
Co-operative Society Limited

The National Anthem

Forged 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.



Prayer of St. Francis of Assisi



Lord, Make Me An Instrument Of Thy Peace
Where There Is Hatred, Let Me Sow Love
Where There Is Injury, Pardon
Where There Is Doubt, Faith
Where There Is Despair, Hope
Where There Is Darkness, Light
And Where There Is Sadness, Joy

O Divine Master,
Grant That I May Not So Much Seek
To Be Consoled As To Console;
To Be Understood As To Understand;
To Be Loved As To Love;
For It Is In Giving That We Receive;
It Is In Pardoning That We Are Pardoned;
And It Is In Dying
That We Are Born To Eternal Life.

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Notice

Notice is hereby given that the 64th Annual General Meeting of Neal & Massy (North) Credit Union Co-operative Society Limited will be held at the Centre of Excellence, Macoya, on Saturday 27th May, 2017 at 1:00 p.m.

1. To receive, examine and discuss:
 - a) The reports of the Board of Directors and Committees.
 - b) The Financial Statements for year ended 31st December, 2016.
2. To elect Officers for the new term 2017/2018.
3. To consider and approve resolutions.
4. To consider and approve amendments to the bye-laws in accordance with the provisions of Section 21 of the Co-operative Societies Act Chapter 81.03 of the Laws of Trinidad & Tobago.
5. To transact any other business that may properly come before the house.

BY ORDER OF THE BOARD



REYNOLD YORK
SECRETARY

Agenda

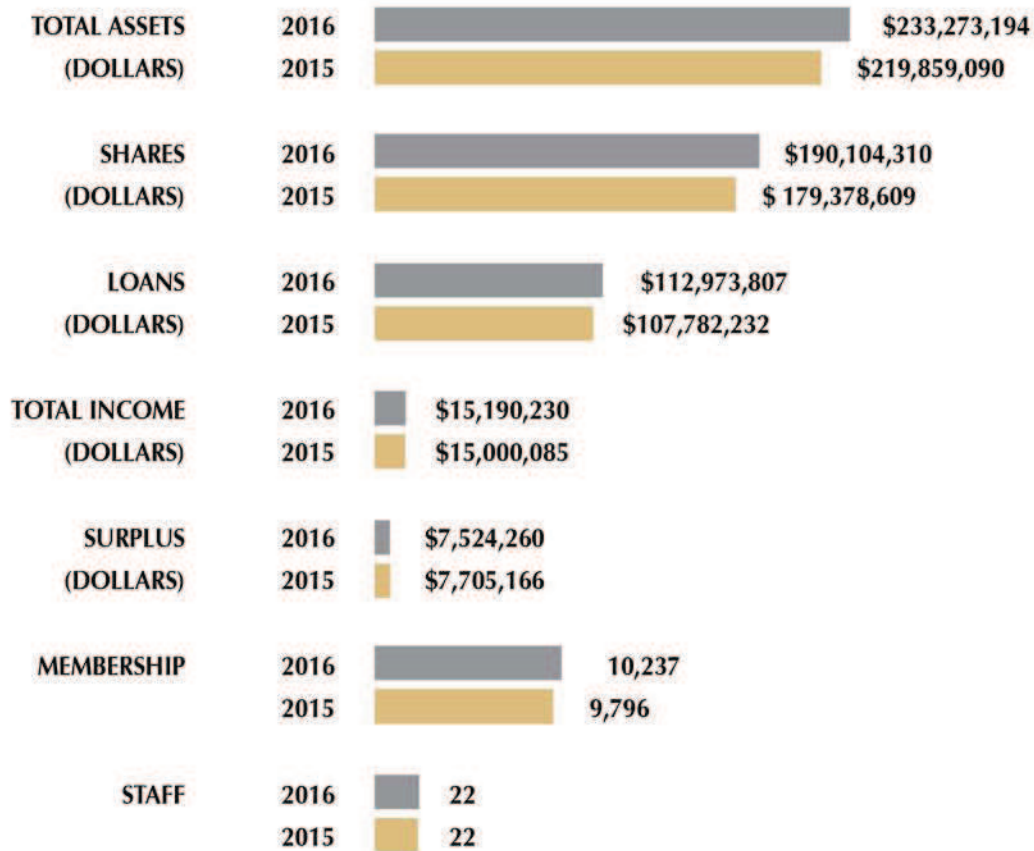
1. Call to Order
2. First Credential Report
3. Invocation / National Anthem
4. Reading of Notice
5. Adoption of the Standing Orders
6. President's Address
7. Business Presentation(s)
8. Reading and Confirmation of
 - a. The Minutes of the 63rd Annual General Meeting held on Saturday 14th May, 2016
9. Presentation of Reports: -
 - a. Board of Directors
 - b. Credit Committee
 - c. Supervisory Committee
 - d. Education Committee
 - e. Auditors' Report
 - f. Presentation of Financial Statements
10. Budget Projections for the year ending 31st December, 2017
11. Election of Officers: -
 - a. Nominations Committee Report
 - b. Closure of Nominations / Voting
12. Resolutions
13. Amendments to Bye-Laws
14. Election Results and Destruction of Ballots
15. Other Business
16. Vote of Thanks



Standing Orders

1. (a) A Member to stand when addressing the Chair.
(b) Speeches to be clear and relevant to the subject before the meeting.
2. A member shall only address the meeting when called upon by the Chairman to do so, after which he shall immediately take his seat.
3. No member shall address the meeting except through the Chairman.
4. A member may not speak twice on the same subject except:
(a) The Mover of a Motion - who has the right of reply.
(b) He rises to object or to explain (with the permission of the Chair).
5. The Mover of a Procedural Motion - (Adjournment laid on the table, Motion to postpone) shall have no right of reply.
6. No speeches to be made after the "Question" has been put and carried or negatived.
7. A member rising on a "point of order" to state the point clearly and concisely. (A "point of order" must have relevance to the "Standing Order").
8. (a) A member shall not "call" another member "to order" - but may draw the attention of the Chair to a "breach of order".
(b) In no event can a member call the Chair to order.
9. A "Question" shall not be put to the vote if a member desires to speak on it or move an amendment to it - except, that of a "Procedural Motion". "The Previous Question" "Proceed to the next Business" or the Closure: "That the question be Now Put", may be moved at any time.
10. Only one amendment shall be before the meeting at one and the same time.
11. When a motion is withdrawn, any amendment to it fails.
12. The Chairman to have the right to a "casting vote".
13. If there is equality of voting on an amendment, and if the Chairman does not exercise his casting vote, the amendment, is lost.
14. Provision to be made for protection by the Chairman from vilification (personal abuse).
15. No member shall impute improper motives against another member.

Highlights



Auditors:
Hardys Chartered Accountants
Limetree House,
27 Gordon Street,
San Fernando, Trinidad W.I.

Solicitors:
Johnson, Camacho & Singh
First Floor Briar Place,
#10 Sweet Briar Road,
St. Clair,
Port of Spain

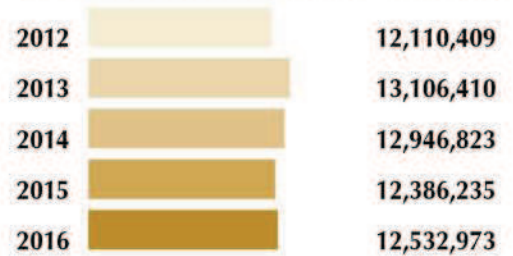
T. Malcolm Milne & Co.
5A Warner Street,
Newtown,
Port of Spain

Five Year Review

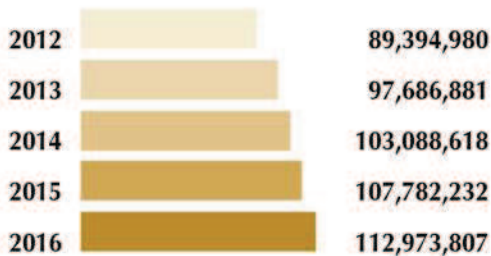
SHARES



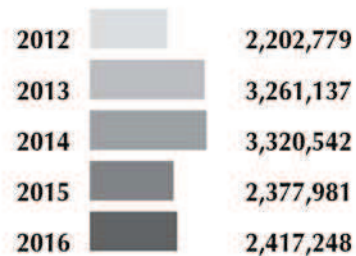
INTEREST (ON MEMBERS' LOANS)



MEMBERS' LOANS



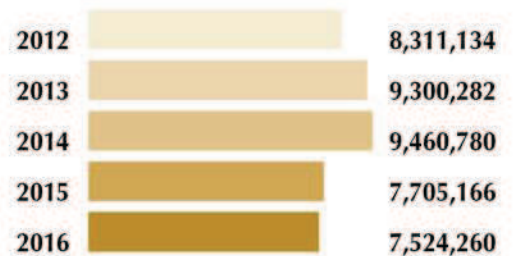
INVESTMENT INCOME



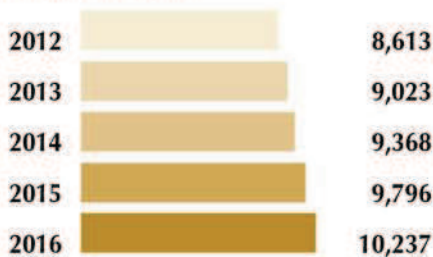
TOTAL ASSETS



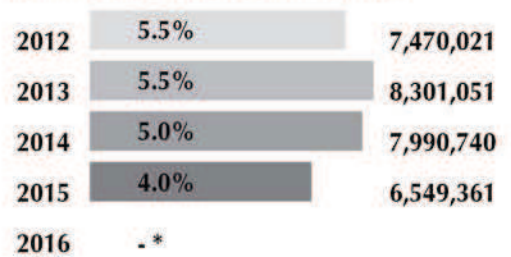
SURPLUS (OF INCOME MINUS EXPENDITURE)



MEMBERSHIP



DIVIDEND AMOUNT PAID



* to be approved at the AGM

MINUTES

OF THE 63RD ANNUAL GENERAL MEETING OF NEAL AND MASSY (NORTH) CREDIT UNION CO-OPERATIVE SOCIETY

The 63rd Annual General Meeting of Neal & Massy (North) Credit Union Co-operative Society was convened on Saturday May 14th, 2016 at 1:00 p.m. at the Radisson Hotel, Wrightson Road, Port-of -Spain.

COMMENCEMENT

The meeting convened with the singing of the National Anthem followed by the recitation of the Credit Union Prayer and the observance of one minute's silence (in memory of dearly departed members).

A tribute was made to Mrs. Manuelita Gomez Thomas in recognition of her eighteen (18) years of yeoman service and contributions as the General Manager. The membership was also advised that she was due to proceed on retirement leave at the end of May 2016.

REPORT OF THE CREDENTIAL COMMITTEE

The President reported that in accordance with Bye Law 23, the meeting was duly constituted as the report of the Credential Committee confirmed that at 1:00 p.m. a total of one hundred and eight (108) persons were present comprising: seventy-seven (77) members, ten (10) Board Directors, one (1) Credit Committee member and fifteen (15) members of staff and five (5) guests.

NOTICE OF MEETING

The Notice of Meeting was read by the Secretary to the Board, Mr. Reynold York.

ADOPTION OF STANDING ORDERS

A motion to adopt the Standing Orders of 63rd Annual General Meeting was moved by Mr. Edward King and seconded by Ms. Allison Purcell. The meeting voted unanimously in favor.

ANNOUNCEMENTS

Revisions were made to pages six (6), twenty-two (22), sixty-five (65) and sixty-six (66).

On page six (6), under the heading *Five Year Review*, bar charts were added to enable easier reading. Additionally, there was a correction made to the figure that was cited as the value of *interest on members' loans* for 2013. The initial figure of \$18,106,410. was revised to \$13,106,410.

On page twenty-two (22) under *Emphasis of Matter*, the first line of the Auditors' Report was amended to read as, "*The Society accounts for interest income on members' loans on a cash basis...*".

On page sixty-five (65), corrections were made to photographs eighteen (18) and nineteen (19), respectively. Photograph eighteen (18) was identified as that of Accountant, Mr. Ricardo Pyle while photograph nineteen (19) was identified as the Assistant Accountant, Mr. Dale Prince.

On page sixty-six (66), under *Interest on Members' Loans*, the figure was corrected to \$13,106.410.

PRESIDENT'S ADDRESS

The President sought to provide information about the current economic environment in which the Credit Union continued to exist. Three (3) specific strategies were identified as necessary to enhance competitiveness and generate additional revenue. These strategies included: the re-branding of the Credit Union; the opening of the new office; and the enhancement of the Credit Union Human Resource capacity.

The President also made a call for more volunteerism.

The General Manager and Staff were also acknowledged for their continued hard work and the support that was given during the term.

BUSINESS PRESENTATION BY MR. LARRY OLTON, VICE-PRESIDENT

Mr. Olton entitled his presentation to the membership as,

Minutes (CONTINUED)

Renewal - Some Imperatives for Growth. Within his presentation, he provided statistical information about the general membership by way of gender, ages and investment habits. This information was analyzed for the period 2011 - 2015. Within this period as well, the Vice-President was able to identify the core subsidiary groups in the Massy Group, from which a significant part of the membership is drawn.

Based on the statistical information, Mr. Olton was then able to identify and discuss potential avenues for further revenue generation. These included:

- Directly targeting the lifestyle interests of members between eighteen (18) and thirty-five (35) years of age;
 - Creating strategies and/or promotions to attract more female members;
 - Further penetration into the Massy Group of Companies (new memberships)
- and
- The promotion of debt consolidation services.

The presentation also highlighted aspects of the re-branding process as having direct correlations to revenue growth and opportunities. The use of technology as a means to boost business and improve service was mentioned. Social media was also identified as a strategy to keep and attract younger members as well as the development of a corporate marketing plan for the period 2016 - 2017.

SECOND REPORT OF THE CREDENTIAL COMMITTEE

At 1:45 p.m. one hundred and sixty-eight (168) persons were present at the meeting comprising: one hundred and twenty-nine (129) members, eleven (11) Board Directors, one (1) Credit Committee member, one (1) Supervisory Committee member, eighteen (18) members of staff and eight (8) guests.

READING AND CONFIRMATION OF MINUTES OF THE 62ND ANNUAL GENERAL MEETING

At 2:30 p.m. a Motion to treat the Minutes of the 62nd Annual General Meeting as having been read, was moved by Mr. Kenneth Layne and seconded by Ms. Karen Romany. The meeting voted unanimously in favour of the motion.

The President then took the meeting through the report from pages seven (7) to eleven (11). Corrections and revisions were made to pages ten (10) and eleven (11) respectively.

A Motion for the confirmation of the Minutes of the 62nd Annual General Meeting was then moved by Mr. Robert Brown and seconded by Ms. Gemma Davis. The meeting voted unanimously in favour of the motion.

MATTERS ARISING FROM THE MINUTES FROM THE 62ND ANNUAL GENERAL MEETING

A number of comments and concerns were expressed by Mr. Stephen Thomas to which the President responded. Mr. Thomas' concerns included:

- Making the brochure available to the membership for review within an acceptable time period (prior to the Annual General Meeting);
- On page nine (9), under Report of the Supervisory Committee, he suggested that contrary to the text, the Supervisory Committee is not responsible for the control of policies;
- Mr. Thomas raised the point that last year's budget presentation did not "take into consideration some trend analysis of the performance of the organisation over, at least, the last five years," and as such, it was now "manifested in the significant difference between what was projected and what is realised" and
- The resolution on the payment of arrears (page 11).

Minutes (CONTINUED)

BOARD OF DIRECTORS REPORT

A motion for the acceptance of the Board of Directors' Report was moved by Mr. Karl John and seconded by Mr. Stephen Thomas.

CREDIT COMMITTEE REPORT

In the absence of the Chairman of the Credit Committee, the Secretary to that committee, Mr. Keston James, presented the committee's report.

Following the presentation, Mr. Stephen Thomas questioned whether or not the Board of Directors had undertaken (or is presently pursuing) strategies and policies that would be of interest to (and help retain members) within the age range of 16 - 75. This was in particular consideration of the declining global economy.

In response, the President stated that such initiatives were underway. He highlighted that over a year ago, the Board embarked on a new credit policy for which they were at a six-month period review. He also remarked that the Board's intention was to complete six-month interval reviews, together with the staff in the Labour Office and the Credit Committee to ensure the relevance of the document.

The Motion for the acceptance of the Credit Committee Report was later moved by Mr. Ronald Collette (Massy Motors, Morvant) and seconded by Ms. Thayne De Lima. The Meeting voted unanimously in favour of the motion.

SUPERVISORY COMMITTEE REPORT

The meeting was taken through the report of the Supervisory Committee (from page 52) by Mr. Shawn Alexander.

Following, Mr. Stephen Thomas' objection to the phrase "at times," (page 52) where he felt that it diminished the authority of the bye-laws. In response, the committee agreed to amend the statement to read, "at all times the

general Bye-laws of the Credit Union were upheld."

Mr. Stephen Thomas also expressed his concern about the wording of the committee's recommendations on page 53 where it read, "it is the opinion of the Supervisory Committee that moving forward the Credit Union should look into additional personal and professional development programs for Board Members and Committee Members."

He questioned whether the statement was implying that the committee bore concerns about the "personal and professional development" of Directors and Committee Members in relation to the discharge of their duties.

In response, Mr. Shawn Alexander explained that the training was specifically related to the enhancement of customer service skills as well as those in the area of public speaking.

The Motion for acceptance of the Supervisory Committee Report was moved by Ms. Annette Duncan, seconded by Ms. Alexia Richards and voted for unanimously by the meeting.

REPORT OF THE EDUCATION COMMITTEE

Chairman of the Education Committee, Mr. Larry Olton presented the report from page fifty-five (55) to fifty-eight (58).

The report reviewed areas in which there were educational activities and developmental activities over the course of the period. In the case of Volunteer Development, the Supervisory Committee participated in the Co-operative Credit Union League's Internal Audit programme. The Credit Committee members also participated in the workshop on *Credit Evaluation Techniques* and there was training for elected officers on the *Conduct of Effective Meetings* during the course of the period.

Minutes (CONTINUED)

Mention was also made of the Committee's review of the associated expenditure of its *Education Rewards Scheme*.

Following the presentation, Ms. Kathleen Lewis-Garcia sought clarification about the number of members on the Education Committee. The Chairman answered that the committee comprised of himself and Ms. Raghunanan (who were assisted by the staff of the Credit Union when necessary).

Ms. Lewis-Garcia then raised the suggestion for the wider membership to have access to the developmental education programmes, as a means of expanding the pool of volunteers and of those who would offer themselves for service, at the level of the committee that they are interested in.

She also identified Ms. Raghunanan as an example of a member who had ascended from the wider membership to the position of a Board Director, and encouraged her to use her experiences to realize a number of initiatives and/or proposals.

Mr. Stephen Thomas complemented Ms. Lewis-Garcia's comments by suggesting that in moving forward, closer attention should be given to the approaches, strategies, participants and projects, so as to have a greater appeal to the wider membership.

Mr. Junior Francis Davis also took the opportunity to question the Chairman about the circulation of the Credit Union's newsletter and suggested that more attention be placed on making the product available to members within the Massy Group of Companies in an attempt to increase awareness and knowledge sharing.

In response Mr. Olton acknowledged that more could be done to improve the circulation of the newsletters, while confirming that the circulation was done via the regular channels. He also assured the membership of the Board's intentions to do better in respect to the selection of a date and notification for the next Annual General Meeting.

Mr. Davis concluded by reminding the Chairman of the Education Committee that he had left his personal information with the staff of the Credit Union so that he could be contacted to assist with communication and marketing support. The Chairman encouraged him to submit his information once again.

A motion for the acceptance of the Education Committee Report was moved by Mr. Stephen Thomas and seconded by Mr. Junior Francis Davis. The meeting voted unanimously in favour of the motion.

THIRD REPORT OF THE CREDIT COMMITTEE

At 3:15 p.m. there was a total of three hundred and twenty-two (322) persons present which consisted of two hundred and seventy-seven (277) members, eleven (11) directors, four (4) credit committee members, three (3) supervisory committee members, eighteen (18) members of staff and nine (9) guests.

AUDITORS REPORT

The Auditor's Report was presented by Mr. Anil Bridgelal of the firm Hardys Chartered Accountants.

FINANCIAL STATEMENTS

The Financial Statements for the year ending December 31st, 2015 were presented by Treasurer to the Board of Directors, Mr. Curtis Lee Poy. Following his presentation, the treasurer and Vice President responded to questions from the floor.

A motion for the acceptance of the Financial Statements moved by Mr. Stephen Thomas and was seconded by Mr. Edward King (member). The meeting voted unanimously in favour of the motion.

In accordance with procedure, a motion for the acceptance of the Auditor's Report was moved by Mr. Kenneth Layne and was seconded by Ms. Alexia Richards. The meeting voted unanimously in favour of the motion.

Minutes (CONTINUED)

BUDGET PROJECTIONS FOR 2016

A motion to adopt the budget for 2016 was first moved by Mr. Anthony Davis and seconded by Mr. Junior Francis Davis. The majority voted in favour of the motion. There was one (1) abstention from Mr. Stephen Thomas.

ELECTION OF OFFICERS

NOMINATING COMMITTEE REPORT

The committee's report was presented on pages 59 to 62 of the brochure and was presented by Chairman of the Nominating Committee, Mr. Christopher Auguste.

FOURTH REPORT OF THE CREDENTIAL COMMITTEE

At 4:45 p.m. there was a total of three hundred and fifty-three (353) members inclusive of three hundred and seven (307) members, eleven (11) directors, four (4) credit committee members, three (3) supervisory committee members, sixteen (16) members of staff and twelve (12) guests.

A motion to accept the Report of the Nominating Committee was moved by Eva Williams and seconded by Isaac Clarke. The Meeting voted unanimously in favour of the motion.

ELECTION OF OFFICERS (continued)

Ms. Petra Cooper (Returning Officer) introduced her team of six (6) volunteers. She explained the process and procedures associated with the new vote counting system and added that apart from the persons listed in the Nominating Committee's Report, nominations would also be accepted from the floor.

NOMINATIONS FOR THE BOARD OF DIRECTORS

The following persons were elected to serve on the Board of Directors:

| | |
|---------------------------|-----|
| Elicia Douglas-Cruikshank | 158 |
| Kathleen Lewis-Garcia | 152 |
| Reynold York | 144 |

NOMINATIONS FOR THE BOARD OF DIRECTORS (continued)

| | |
|----------------------|------------------------|
| Lynne Conyette-Gairy | 130 |
| Sherland Emmons | 128 (First Alternate) |
| Richard Thomas | 125 (Second Alternate) |

NOMINATIONS FOR THE CREDIT COMMITTEE

The following persons were nominated to serve on the Credit Committee:

| | |
|-------------------|-----------------------|
| Keston James | 214 |
| Lynette Telesford | 212 |
| Denise Alexander | 208 |
| Natasha Charles | 197 |
| Aaron Wilson | 185 |
| Jaya Samaroo | 121 (First Alternate) |
| Onika Logan | 59 (Second Alternate) |

NOMINATIONS FOR THE SUPERVISORY COMMITTEE

The following persons were nominated to serve on the Supervisory Committee:

| | |
|-----------------|-----------------------|
| Shawn Alexander | 214 |
| Jiselle Glasgow | 180 |
| Devon Gayah | 155 |
| Aruna Singh | 110 (First Alternate) |
| June White | 81 (Second Alternate) |

RESOLUTIONS

The President read the resolutions.

RESOLUTION 1

"Be it resolved that this 63rd Annual General Meeting accept the recommendation of the Board of Directors to appoint Hardys Chartered Accountants as Auditors for the financial year ending December 31, 2016."

The resolution was seconded by Mr. Keston James and unanimously accepted by the meeting.

RESOLUTION 2

"Be it resolved that this 63rd Annual General Meeting

Minutes (CONTINUED)

accept the recommendation of the Board of Directors to pay a dividend of four percent on members' shares for the financial year ended December 31, 2015."

The resolution was seconded by Ms. Kathleen Lewis-Garcia and unanimously accepted by the meeting.

RESOLUTION 3

"Whereas the maximum liability which now stands at nine million dollars (\$9,000,000.00) is required to cover members' deposits plus other debts incurred by the Society.

Whereas members' deposits at the end of 2015 stood at eight million, fifty-four thousand, six hundred and eight dollars (\$8,054,680.00) and whereas the trend of members' savings is expected to increase.

Be it resolved that the Society's limit of liability for 2016 be fixed at twelve million dollars (\$12,000,000.00)."

The resolution was seconded by Ms. Alexia Richards and unanimously accepted by the meeting.

RESOLUTION 4

"Be it resolved that this 63rd Annual General Meeting accept the recommendation by the Board of Directors to pay honoraria to Elected Officers not exceeding \$157,200.00".

The resolution was seconded by Mr. Junior Francis Davis and the meeting voted unanimously in favour.

OTHER BUSINESS

It was announced that dividends would be paid on Friday May 20, 2016.

Door prizes as well as two (2) prizes for FIP were awarded as follows:

| Ticket Number | Winner | Presenter |
|---------------|--------------------------|--------------------|
| 247 | Ms. Marcia Hislop | Mr. Richard Thomas |
| 49 | Mr. Robert Brown | Mr. Richard Thomas |
| 181 | Ms. Maureen Beddoe | Mr. Richard Thomas |
| 255 | Ms. Francesca Providence | Ms. Mohammed |
| 73 | Ms. Patricia Golea | Ms. Mohammed |

| Prizes | Winner | Presenter |
|-----------------------|--------------------------|--------------------|
| New Enrollment | Donna Edwards-Hutchinson | Ms. Conyette-Gairy |
| Change of Plan | Anthony Lee Wing | Ms. Conyette-Gairy |
| Family Indemnity Plan | Allison Job | Ms. Conyette-Gairy |
| Token from CUNA | Judy Applewhite | Ms. Conyette-Gairy |

The floor was opened for additional questions by members.

Mr. Lambert inquired as to why quarterly accounts could not be placed on the website (balance sheets, profit and loss, cash flows, investments), to which the President replied that the Board would give further consideration.

Ms. Eva Williams suggested that one way in which the elections could be improved is by having the nominees be introduced for a longer period, so that the membership could become more familiar with their names and faces. She also suggested a return to a brief, personal introduction by the nominees themselves.

Minutes (CONTINUED)

Ms. Karen Richards suggested that the Credit Union's SMS System be used to notify members of the date(s) of Annual General Meetings in addition to other tactics. She also spoke about the need for the Credit Union to interact more with its membership. Some suggestions included the hosting of a walkathon or the hosting of events to raise awareness for diseases such as cancer and AIDS.

Further, Ms. Richards suggested that the Credit Union make more use of information technology as part of its outreach initiative.

Mr. Shawn Alexander questioned whether previous or existing records from Annual General Meetings captured membership information by way of skills sets that are volunteered to the Credit Union.

Mr. Alexander also suggested that the membership consider insurance coverage as a product and service that could be introduced in the Credit Union. To this, the President responded that plans were underway to launch a health plan.

He also suggested that, in future brochures, a listing of members and their respective fields of trade/skill could be listed, thereby encouraging the flow of cash and services within the membership.

Mr. Ronald Collins offered his services as an Internet Marketer to the Education Committee, to which the President suggested that he speak with the Office Manager.

Ms. Aruna Singh asked for an update on the financial impropriety to which the President replied that the matter was under investigation by the police. He also reassured the membership that all accounts were intact and that governance and policy controls were under review.

Mr. Karl John questioned prior mention of the rebranding exercise to which the President redirected him to the minutes of the last two Annual General Meetings.

DESTRUCTION OF BALLOTS

A motion for the destruction of the ballots moved by Ms. Gemma Davis and was seconded by Ms. Annette Duncan. The Meeting voted unanimously in favour.

VOTE OF THANKS

The Vote of Thanks was given by Mrs. Jennylyn Bailey.

The meeting ended at 6:40 p.m.



REPORT OF THE BOARD OF DIRECTORS



Neal & Massy (North) Credit Union
Co-operative Society Limited



Board of Directors



BACK *(Left to right):*

Curtis Lee Poy *(Treasurer)*, **Richard Thomas** *(Director)*, **Reynold York** *(Secretary)*,
Christopher Auguste *(Vice-President)*, **Sherland Emmons** *(Director)*.

FRONT *(Left to right):*

Lynne Conyette-Gairy *(Assistant Secretary)*, **Ms. Elicia Douglas-Cruickshank** *(Director)*,
Kathleen Lewis-Garcia *(Assistant Treasurer)*, **Raymond Lewis** *(President)*,
Risa Raghunanan *(Director)*, **Jennylyn Bailey** *(Director)*, **Nizamudin Mohammed** *(Director)*.

Report of the Board of Directors

BACKGROUND

Set against budgeted prices of US\$45 per barrel of oil and a gas price of US\$2.75 per mbtu, the year opened with a gas price of US\$2.88 per mbtu and a price of US\$31.88 per barrel of oil in January 2016.

With gas prices being widely recognized as key to government's revenue, successive movements in the price of Henry Hub natural gas prices were a source of concern as thereafter, they trended towards a low to US\$1.73 per mbtu in March 2016. The situation was ameliorated somewhat towards the latter-half of the year with gas prices rising to US\$3.59 per mbtu in December 2016. Crude Oil closed the year at US\$51.97 per barrel.

Notwithstanding the somewhat rosy result when set against forecasts, oil and gas prices for the period were significantly lower than in previous years and a downward trend coupled with significant price volatility, set an environment of uncertainty. Local energy production declined during the year due to a combination of plant closures for maintenance and the maturation of existing oil and gas fields which served to reduce the available feedstock for downstream industries. Domestically, a falloff in economic activity evident from early in 2016 manifested itself in an acceleration of layoffs in the public and private sectors which again contributed to the uncertainty and caution that would dominate the economic landscape to the year's end.

The Government's mid-year review in April 2016 brought to the fore the stark realities of a situation that can be considered as a new state of normal for the world's energy-economies in light of the settling of the prices of oil and gas at historic lows. Government, unable to place a full rein on its recurrent expenditure (in the face of significant declines in revenue), signaled to taxpayers: new taxes to generate additional revenue; an intention to reschedule and renegotiate its short-term debt obligations (to public servants in particular) and; its deliberate decision to reduce the burdens of subsidized fuel.

In September of 2016, these measures were read as part of the National Budget for fiscal 2016/2017 and became effective by majority vote in the Parliament of Trinidad and Tobago. The budgeted measures cemented and reinforced notions of caution and restraint on the part of householders. Credit Union members and householders sought to avoid taking on additional debt and to reduce their monthly commitments by drawing down directly on their accumulated savings and using these to extinguish existing debt.

From a regulatory standpoint, the news of the year gone has much improved. The Credit Union Bill has lapsed in the Parliament and the Ministry of Labour has initiated a new policy dialogue with the Credit Union Movement. On January 13th and 14th a focused policy discussion was initiated which focused on understanding and determining the role of cooperatives in the Trinidad and Tobago landscape. A draft policy paper on Cooperatives was proposed by the Ministry of Labour and Small and Micro Enterprises for comment by the participants in the sector as Government sought to bring structure and consultation to its approach to developing legislation for the sector.

It is against this economic backdrop that the Board of Directors of Neal and Massy (North) Credit Union sought to establish a foundation for the transformation and continued prosperity of our Credit Union by:

1. Aggressive Marketing and the Development a New Brand;
2. The Establishment of a Performance Culture within the Organization.

AGGRESSIVE MARKETING AND IMPLEMENTATION OF A NEW BRAND

Both Bank and Non-Bank financial institutions in Trinidad and Tobago have grappled with the problem of excess liquidity that arises from falloffs in activity with respect to these institutions' core business - lending. Unutilized funds are at this time being pressed into service in

Report of the Board of Directors (CONTINUED)

investment portfolios that are witnessing significant increases in the monetary value of funds under management albeit with the consequence that Credit Unions are deriving lower rates of return than would be possible if the funds were successfully lent to its members. The consequence of prolonged falloffs in Credit Unions' core business is a matching falloff in topline revenue, surplus and dividend rates over time.

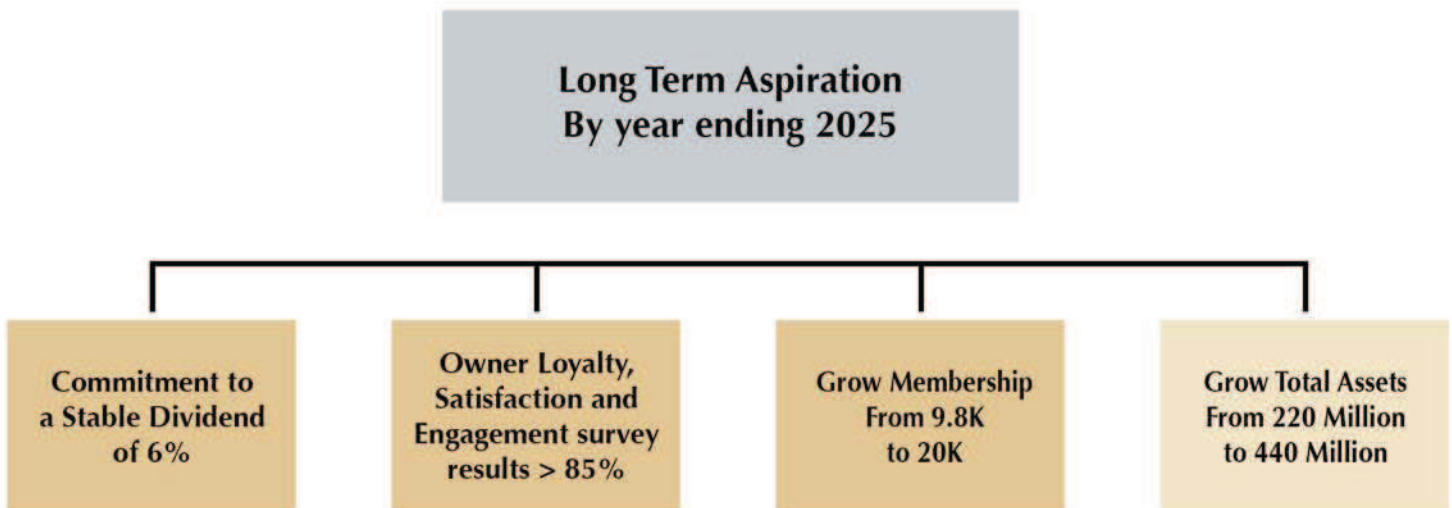
NMNCU has therefore aggressively pursued a dual strategy of expanding its membership base and marketing its products to new audiences while at the same time developing a new look and positioning that is attractive from a membership standpoint. These measures imply a change not only in who our member base will be but how we will serve that member base. Their implementation, will be manifested in changes in our service menu, the pricing of our services, the channels used, the environment in which service is delivered and changes in the manner in which these services are delivered by our people. We expect the new brand will be unveiled at the completion of our building during the next year.

THE ESTABLISHMENT OF A PERFORMANCE CULTURE WITHIN THE ORGANIZATION

Significant effort has been expended to better align the behaviour of employee-owners to strategic objectives. During discussions held in the fiscal year ended, the organization decided that its wildly important goal was the achievement of a Dividend of 7% by 2020.

To support the achievement of the Wildly Important Goal (WIG), traditional performance management systems were overhauled to incentivize goal performance through targeting delivery of best in class service to our members, more aggressively marketing our Credit Union (both internally and to new audiences), education of our members as to the benefits of utilizing their Credit Union's services, managing the affairs of the credit union with economy and prudence, and engaging and developing our people.

The new performance management system is to be rolled out in January 2017.



Report of the Board of Directors (CONTINUED)

A REPORT OF OUR STEWARDSHIP

At the 63rd Annual General Meeting held May 14th, 2016, the persons listed hereunder were elected to serve on the Board of Directors:-

- Mrs. Elicia Douglas-Cruikshank
- Ms. Kathleen Lewis-Garcia
- Mr. Reynold York
- Ms Lynne Conyette-Gairy

At the inaugural meeting of the Board which was held on May 14, 2016 the Directors listed hereunder were elected to the Executive:

- Mr. Raymond Lewis - President
- Mr. Larry Olton - Vice President
- Mr. Curtis Lee Poy - Treasurer
- Ms. Cheryl Poleon - Assistant Treasurer
- Mr. Reynold York - Secretary
- Mr. Christopher Auguste - Assistant Secretary

During the term, the Board received and accepted resignations from Directors Ms. Cheryl Poleon and Mr. Larry Olton. Alternate Directors Mr. Richard Thomas and Mr. Sherland Emmons were called to serve.

The Board wishes to extend thanks to Mr. Larry Olton and Ms. Cheryl Poleon for their service and best wishes in regard to their future endeavours. We are grateful for their respective contributions to the well-being and future of Neal and Massy (North) Credit Union.

OTHER DIRECTORS OF THE BOARD WERE:

- Mrs. Jennylyn Bailey
- Mrs. Elicia Douglas-Cruikshank
- Mrs. Lynne Conyette-Gairy
- Mr. Nizamudin Mohammed

RECORD OF BOARD MEETINGS AND DIRECTOR'S ATTENDANCE

During the period of review, the Board met its statutory

obligations through regular monthly meetings and special meetings as required. The record of attendance is detailed hereunder:-

| Names | Excused | Absent | Present |
|--------------------------------|---------|--------|---------|
| Mr. Raymond Lewis | 1 | - | 11 |
| Mr. Larry Olton | 1 | - | 7 |
| Mr. Reynold York | 1 | - | 11 |
| Ms. Risa Raghunanan | 5 | - | 7 |
| Mr. Curtis Lee Poy | 1 | - | 11 |
| Ms. Cheryl Poleon | 1 | 2 | 2 |
| Mr. Christopher Auguste | - | - | 12 |
| Mrs. Jennylyn Bailey | 1 | - | 11 |
| Mrs. Lynne Conyette-Gairy | 1 | - | 11 |
| Mrs. Elicia Douglas-Cruikshank | 4 | - | 8 |
| Mr. Nizamudin Mohammed | - | - | 12 |
| Mr. Richard Thomas | - | - | 4 |
| Mr. Sherland Emmons | 1 | - | 6 |
| Ms. Kathleen Lewis-Garcia | - | - | 12 |

SPECIAL MEETINGS

| Names | Excused | Absent | Present |
|---------------------|---------|--------|---------|
| Mr. Raymond Lewis | - | - | 5 |
| Mr. Larry Olton | - | - | 3 |
| Mr. Reynold York | - | - | 5 |
| Ms. Risa Raghunanan | 5 | - | - |
| Mr. Curtis Lee Poy | 3 | - | 2 |

Report of the Board of Directors (CONTINUED)

| Names | Excused | Absent | Present |
|--------------------------------|---------|--------|---------|
| Ms. Cheryl Poleon | 1 | - | 1 |
| Mr. Christopher Auguste | - | - | 5 |
| Mrs. Jennylyn Bailey | 1 | - | 4 |
| Mrs. Lynne Conyette-Gairy | 1 | - | 4 |
| Mrs. Elicia Douglas-Cruikshank | 3 | - | 2 |
| Mr. Nizamudin Mohammed | 1 | - | 4 |
| Mr. Richard Thomas | - | - | 1 |
| Mr. Sherland Emmons | 1 | - | 3 |
| Ms. Kathleen Lewis-Garcia | - | - | 5 |

OUTGOING MEMBERS

In accordance with Bye-Law 28 (b), Mr. Nizam Mohammed, Ms. Risa Raghunanan and Mr. Christopher Auguste who was elected to serve for an unexpired two (2) year term will all retire by rotation.

Pursuant to Ms. Cheryl Poleon resigning from the Board and her unexpired term of one (1) year; five (5) vacant positions are to be filled on the Board of Directors through the democratic process at the annual general meeting.

2016 PERFORMANCE HIGHLIGHTS

Our 2016 performance generated a surplus of income over expenditure at \$7,762,968 which represents a marginal increase of 0.8% over the \$7,705,166 generated at December 31, 2015.

Alongside this performance the Credit Union experienced growth in the following key areas:

Growth in Membership

Our membership grew by 441 persons during 2016, and 130 resignations were tendered for various reasons.

Accordingly, as at December 31st 2016 membership in

the Credit Union stands at 10,237 persons.

Growth in Shares

Members' shares balances held with the Credit Union increased by \$10.7 million with shares of approximately \$190.0 million as at December 31st 2016 when compared to \$179.4 million in 2015. This figure corresponded to growth of 6.0% over the period under review.

Growth in Total Assets

Total assets as at December 31, 2016 were \$233.3 million as compared to \$219.9 as at December 31st, 2015. An increase of \$13.4 million or 6.1%.

Growth in Loans

Loan portfolio growth for 2016 was very modest during the period with Loans to Members recording an increase of \$5.2 million to approximately \$113.0 million (or 4.8%). The total balance as at December 31st, 2015 was \$107.8 million. While this growth is satisfactory, it is however reflective of a trend towards a declining rate of growth in loan requests and grants. As such it has become the focus of the Board's effort to improve the financial structure of the organization by increasing the proportion of loans in total assets to the PEARLS standard of 80%. Loans are currently 48.6% of total assets.

Income

Gross income for the period was \$15.2 million with 82.5% of our total income being derived from interest on loans to members. Funds not in demand for loans by owners/ members were invested in accordance with our investment policy. Accordingly, during 2016, investment activity contributed of \$2.4m of income to our overall net surplus.

Expenditure

Total Expenditure in 2016 remained relatively stable at \$7.7 million and was approximately \$0.4 million (2.1%) less than the 2015 figure of \$7.3 million. Expenses were approximately 53.1% of total income in 2016.

Report of the Board of Directors (CONTINUED)

Non-Performing Loans

The handling of instances of default is a feature of granting credit. The PEARL ratios espoused by the World Council of Credit Unions indicate that non-performing loans to a level of 5% or less of the total loan portfolio is acceptable.

Traditionally, this Credit Union has presented calculations of its delinquency ratio that reflect the delinquent loans balance net of the value of shares and other collateral held against individual loans. Since the valuation of collateral and the recoverability of 100% of this value is subjective, the Board has taken a decision to discontinue the netting of loan balance against these values and has adopted the more conservative practice of presenting delinquency as the ratio of the gross loan balance to the gross loan portfolio. The ratio now in use, more closely reflects the Credit Union's reality and can be interpreted as a measure of the proportion of the gross loan portfolio that is delinquent.

The table below presents a summary of members' delinquent accounts as at December 31, 2016. There were 758 member accounts in arrears with gross balances totaling \$14.2 million implying that 12.1% of the gross loan portfolio is delinquent at the end of the period under review.

Table 1 – An Aging of Non-Performing Loans - December 31, 2016

| Age Category (Days) | Arrears Balance (\$) | Number of Members | % Column Total |
|---------------------|----------------------|-------------------|----------------|
| 31 - 60 | 3,936,540.72 | 131 | 27.8 |
| 61 - 90 | 2,046,599.86 | 87 | 14.4 |
| 91 - 365 | 4,412,575.83 | 311 | 31.1 |
| 366+ | 3,784,085.81 | 229 | 26.7 |
| Grand Total | 14,179,802.22 | 758 | 100.0 |

The table illustrates that just under half of delinquent loans (42.2%) are less than 91 days outstanding and that the possibilities for collection are good. The remaining delinquent loans (57.8%) are in excess of 90 days with 31.1% of all delinquent loans being in the 91 - 365 day category and 26.7% being in excess of 365 days old.

A total of \$1,112,032 was collected during the financial year ended December 31st 2016, and matters with value totaling \$2,141,631 were referred for arbitration to the Co-operative Division. The Recoveries Department has begun to employ more aggressive measures for prompt collection. These measures have spurred payment from some members and are expected to bear additional fruit well into the next financial year.

Members are urged to fulfill their obligations in a timely manner. Owners who are experiencing difficulty in managing their debt obligations are advised to consult with our Recoveries Officers who will assist you in identifying the options that will enable you to regularize the status of your account.

Building Located at #15-17 Borde Street

During the year, work continued on the building located at #15-17 Borde Street, Port of Spain. Completion was, however, delayed by a substantive change in the interior design of the three floors that has been introduced to provide an improved member experience and to make better use of the available space.

Appropriation

The sum of \$770,517 or 10% was transferred to the Reserve Fund and \$385,258 or 5% was transferred to the Education Fund in accordance with our Bye laws.

A net surplus of \$6,549,392 for the year ended December 31st, 2016 is available for distribution. A dividend of 4% is now being proposed on the basis of yet another successful outturn.

HONORARIA

The Board of Directors recommends Honoraria as follows:

BOARD OF DIRECTORS

| | |
|---------------------|-------------|
| President | \$11,500.00 |
| Vice President | \$10,500.00 |
| Treasurer | \$10,500.00 |
| Secretary | \$10,000.00 |
| Assistant Secretary | \$ 9,000.00 |
| Assistant Treasurer | \$ 9,000.00 |
| Other Directors | \$ 8,000.00 |

Report of the Board of Directors (CONTINUED)

CREDIT COMMITTEE

| | |
|----------------|-------------|
| Chairman | \$ 7,500.00 |
| Secretary | \$ 7,200.00 |
| Other Officers | \$ 6,800.00 |

SUPERVISORY COMMITTEE

| | |
|----------------|-------------|
| Chairman | \$ 4,800.00 |
| Secretary | \$ 4,500.00 |
| Other Officers | \$ 4,300.00 |

APPOINTED COMMITTEES

Consistent with our established practice, Directors were appointed to chair committees that provided valuable support to the Board during the period of review.

The under-mentioned lists Directors and their appointed portfolios for the 2016/2017 term:

- Mr. Curtis Lee Poy - Finance Committee; Risk Committee & Investment Committee
- Mr. Christopher Auguste - Human Resource Committee
- Mrs Lynne Conyette-Gairy - Nominations Committee
- Ms. Elicia Douglas-Cruikshank - Events Committee
- Mr Larry Olton - Marketing Committee & Education Committee
- Mr. Reynold York - Building Committee

ADDRESSING THE CHALLENGES

Fraud

During the month of February 2016, fraudulent transactions executed by two (2) employees with the assistance of several members were uncovered. The essence of the fraud involved exploiting weakness in the IT credential control and administration, to enable persons to reactivate dormant and inactive accounts and utilize these to conduct transactions with accomplices posing as account holders. The losses from the fraudulent transactions were valued at \$250,000.

Communication with the Office

Over the past few years, with continued growth in our membership, the number of transactions with the office has grown considerably. Unfortunately, the telephone infrastructure did not grow commensurate with the

demand. Four (4) lines are available to allow members to communicate with the office and this proved to be woefully insufficient. Attempts to utilize a number of mobile phones to facilitate traffic have also yielded little by way of an improved situation. In October 2016, the Credit Union embarked on a project to have a ten-line trunk facility installed at its premises at 24 Borde Street. This project is in its final stages as TSTT will shortly commission the lines for use.

We continue to utilize email and text messages to disseminate information about key events and developments at the Credit Union and invite all members to provide updated information to ensure that they are placed on the relevant lists to be kept abreast of what is happening at their credit union.

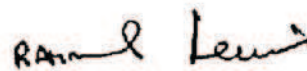
ACKNOWLEDGMENTS

The Board is thankful for yet another successful year and wishes to acknowledge the contributions of our statutory and appointed committees, in managing the affairs of our Credit Union for the period of review and place on record our appreciation. The dedication and loyalty of all staff members and the commitment of our liaison officers is appreciated and highly valued. We would be much less than we now are without the contributions of these stakeholders.

Thanks are due to you, our owners, for your continued support and your patronage. We acknowledge the work and contributions of our other service providers during the period of review and record our appreciation to all.

Many thanks to the companies comprising the Massy Group, other sponsor companies, the Co-operative Credit Union League of Trinidad and Tobago, CUNA Caribbean and the Co-operative Division for your continued support.

We graciously thank the Creator for his continued guidance and blessings.



MR. RAYMOND LEWIS
President



Staff Members



Jamila John-Collingwood
Data Processing Officer



Tyrone Thomas
IT Officer



Christal Ledger-Moore
Credit Officer



Janelle Giroux-Wong
Accounts Clerk (Ag)



Josanne Julien-Robinson
Recoveries Officer



Lata Mangroo
Credit Officer



Audrey Joy Garcia Medford
Credit Officer



Chantal Louis
Accounts Clerk (Ag)



Safiya Reid
Recoveries Officer



Aliah Aaron
Teller



Cynthia Kennedy
Credit Officer



Staff Members



Rondell Ross
Credit Officer



Dashier Mundy
Trainee



Hodia De Freitas
Trainee



Ms. Kevaune Seedarnee
*Member Relations/
Marketing Assistant*



Martha Lawrence
Credit Administrator Supervisor



Ms. Yolande Arthur
Executive Assistant



Lisette Sheppard-Cuffy
Administrative Assistant



Shontel Primo
Junior Clerk



Dale Prince
Assistant Accountant



Jonelle Allick
Accounts Clerk (Ag)



David Bazil
General Manager



AUDITOR'S REPORT



Neal & Massy (North) Credit Union
Co-operative Society Limited

INDEPENDENT AUDITORS' REPORT
TO
THE MEMBERS
OF
NEAL AND MASSY (NORTH) CREDIT UNION CO-OPERATIVE SOCIETY LIMITED

Opinion

We have audited the Financial Statements of Neal and Massy (North) Credit Union Co-operative Society Limited, which comprise the Statement of Financial Position as at December 31, 2016, the Statement of Income, the Statement of Changes in Equity, the Statement of Cash Flows and the Receipts and Payments Account for the year then ended, and the Notes to the Financial Statements, including a summary of significant accounting policies. In our opinion, except for the effects of the Emphasis of Matter paragraph, the accompanying Financial Statements present fairly, in all material respects, the financial position of the Society as at December 31, 2016, and its financial performance and its cash flows for the year then ended in accordance with International Financial Reporting Standards (IFRSs) and the Co-operative Societies Act.

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

Emphasis of Matter

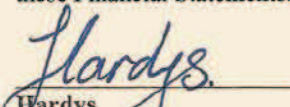
The Society accounts for income on a cash basis, which is the acceptable standard practice for this industry, and acceptable under the Co-operative Societies Act. This basis is a departure from IAS 1 which requires that an entity prepare its financial statements, except for the cash flow information, using the accrual basis of accounting.

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

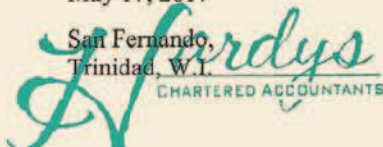
Management is responsible for the preparation and fair presentation of the financial statements in accordance with IFRSs and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud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

Auditor's 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.


Hardys
CHARTERED ACCOUNTANTS

May 17, 2017

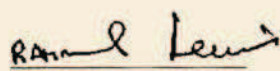

San Fernando,
Trinidad, W.I.
CHARTERED ACCOUNTANTS

NEAL AND MASSY (NORTH) CREDIT UNION CO-OPERATIVE SOCIETY LIMITED


STATEMENT OF FINANCIAL POSITION AT DECEMBER 31, 2016

| ASSETS | NOTES | 2016 | 2015 |
|--|-------|-----------------------|-----------------------|
| Non-Current Assets | | | |
| Property, Plant and Equipment | 5 | \$ 16,145,181 | \$ 11,647,041 |
| Capital Work in Progress | | 11,263,959 | 8,574,663 |
| Members' Loans | 6 | 112,973,807 | 107,782,232 |
| Long-Term Investments | 7 (a) | <u>75,841,153</u> | <u>71,479,972</u> |
| Total Non-Current Assets | | <u>216,224,100</u> | <u>199,483,908</u> |
| Current Assets | | | |
| Short-Term Investments | 7 (b) | 9,764,842 | 14,747,064 |
| Receivables and Prepayments | 9 | 3,057,560 | 1,514,851 |
| Cash at Bank and in Hand | 8 | <u>4,226,692</u> | <u>4,113,267</u> |
| Total Current Assets | | <u>17,049,094</u> | <u>20,375,182</u> |
| TOTAL ASSETS | | <u>\$ 233,273,194</u> | <u>\$ 219,859,090</u> |
| MEMBERS' EQUITY AND LIABILITIES | | | |
| Members' Equity | | | |
| Asset Re-valuation Reserve | | \$ 2,348,806 | \$ 2,348,806 |
| Reserve Fund | 22 | 17,005,238 | 16,363,028 |
| Education Fund | 21 | 669,428 | 466,529 |
| Dividend Equalization Fund | | 1,710,256 | 1,710,256 |
| Undivided Earnings | | <u>10,675,213</u> | <u>10,905,013</u> |
| Total Members' Equity | | <u>32,408,941</u> | <u>31,793,632</u> |
| Non-Current Liabilities | | | |
| Members' Share Balances | 10 | <u>190,104,310</u> | <u>179,378,609</u> |
| Current Liabilities | | | |
| Members' Savings and Deposits | | 9,678,747 | 8,054,680 |
| Payables and Accruals | 11 | <u>1,081,196</u> | <u>632,169</u> |
| Total Current Liabilities | | <u>10,759,943</u> | <u>8,686,849</u> |
| Total Liabilities | | <u>200,864,253</u> | <u>188,065,458</u> |
| TOTAL MEMBERS' EQUITY AND LIABILITIES | | <u>\$ 233,273,194</u> | <u>\$ 219,859,090</u> |

These Financial Statements were approved by the Board of Directors on 17th May, 2017.


 Ramel Lewis
 President


 Treasurer


 Shawn Rossander
 Chairman,
 Supervisory Committee



The attached notes and comments form an integral part of these Financial Statements.

NEAL AND MASSY (NORTH) CREDIT UNION CO-OPERATIVE SOCIETY LIMITED

STATEMENT OF INCOME FOR THE YEAR ENDED DECEMBER 31, 2016

| | NOTES | 2016 | 2015 |
|---|-------|---------------------|---------------------|
| INCOME | | | |
| Interest on Members' Loans | | \$ 12,532,973 | \$ 12,386,235 |
| Investment Income | 15 | 2,417,248 | 2,377,981 |
| Other Income | 16 | 240,009 | 235,869 |
| | | <u>15,190,230</u> | <u>15,000,085</u> |
| EXPENDITURE | | | |
| Personnel Costs | 17 | 3,064,633 | 2,643,791 |
| Administrative Expenses | 18 | 1,833,111 | 1,329,682 |
| Establishment Expenses | 19 | 761,688 | 1,294,361 |
| Interest on Members' Deposits | | 41,443 | 34,260 |
| Mortgage Loan Interest | | 42,814 | - |
| Finance Charges | | 27,563 | 42,076 |
| Other Fees and Charges | | 10,052 | 35,386 |
| Officers' Expenses | 20 | 282,679 | 532,927 |
| Insurance | | 1,463,878 | 1,332,886 |
| Rental | | 143,734 | 49,550 |
| | | <u>7,671,595</u> | <u>7,294,919</u> |
| SURPLUS OF INCOME OVER EXPENDITURE | | <u>7,518,635</u> | <u>7,705,166</u> |
| APPROPRIATIONS | | | |
| Transfer to Reserve Fund (10%) | 22 | 751,864 | 770,517 |
| Transfer to Education Fund (5%) | 21 | 375,932 | 385,258 |
| TOTAL APPROPRIATIONS | | <u>1,127,796</u> | <u>1,155,775</u> |
| NET SURPLUS AFTER APPROPRIATIONS | | <u>\$ 6,390,839</u> | <u>\$ 6,549,391</u> |



The attached notes and comments form an integral part of these Financial Statements.

NEAL AND MASSY (NORTH) CREDIT UNION CO-OPERATIVE SOCIETY LIMITED
STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED DECEMBER 31, 2016

YEAR ENDED DECEMBER 31, 2016

| Particulars | Asset Re-Valuation Reserve | Reserve Fund | Education Fund | Dividend Equalization Fund | Undivided Earnings | Total |
|-------------------------------------|----------------------------------|----------------------|-------------------|----------------------------------|-----------------------|----------------------|
| Balance at January 1, 2016 | \$ 2,348,806 | \$ 16,363,028 | \$ 466,529 | \$ 1,710,256 | \$ 10,905,013 | \$ 31,793,632 |
| Adjustments | | | | | | |
| Net Surplus for the Year | - | - | - | - | 7,518,635 | 7,518,635 |
| Transfer to the Reserve Fund | - | 751,864 | - | - | (751,864) | - |
| Transfer to the Education Fund | - | - | 375,932 | - | (375,932) | - |
| Entrance Fees to Reserve Fund | - | 6,365 | - | - | - | 6,365 |
| Education Expenses | - | - | (190,489) | - | - | (190,489) |
| Dividends Paid | - | - | - | - | (6,645,113) | (6,645,113) |
| Other Transactions | - | (116,019) | 17,456 | - | 24,474 | (74,089) |
| Balance at December 31, 2016 | \$ 2,348,806 | \$ 17,005,238 | \$ 669,428 | \$ 1,710,256 | \$ 10,675,213 | \$ 32,408,941 |

YEAR ENDED DECEMBER 31, 2015

| Particulars | Asset Re-Valuation Reserve | Reserve Fund | Education Fund | Dividend Equalization Fund | Undivided Earnings | Total |
|-------------------------------------|----------------------------------|----------------------|-------------------|----------------------------------|-----------------------|----------------------|
| Balance at January 1, 2015 | \$ 2,348,806 | \$ 15,583,736 | \$ 473,039 | \$ 1,710,256 | \$ 12,313,226 | \$ 32,429,063 |
| Adjustments | | | | | | |
| Net Surplus for the Year | - | - | - | - | 7,705,166 | 7,705,166 |
| Transfer to the Reserve Fund | - | 770,517 | - | - | (770,517) | - |
| Transfer to the Education Fund | - | - | 385,258 | - | (385,258) | - |
| Entrance Fees to Reserve Fund | - | 8,775 | - | - | - | 8,775 |
| Education Expenses | - | - | (391,768) | - | - | (391,768) |
| Dividends Paid | - | - | - | - | (7,957,604) | (7,957,604) |
| Balance at December 31, 2015 | \$ 2,348,806 | \$ 16,363,028 | \$ 466,529 | \$ 1,710,256 | \$ 10,905,013 | \$ 31,793,632 |



The attached notes and comments form an integral part of these Financial Statements.

NEAL AND MASSY (NORTH) CREDIT UNION CO-OPERATIVE SOCIETY LIMITED

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED DECEMBER 31, 2016

| | 2016 | 2015 |
|--|----------------------|----------------------|
| OPERATING ACTIVITIES | | |
| Net Surplus Before Appropriations | \$ 7,518,635 | \$ 7,705,166 |
| Adjustment For: | | |
| Depreciation | 156,931 | 338,351 |
| | <u>7,675,566</u> | <u>8,043,517</u> |
| Operating Surplus Before Changes in Working Capital and Reserves Components | 7,675,566 | 8,043,517 |
| (Increase) in Members' Loans | (5,191,575) | (4,693,614) |
| (Increase) / Decrease in Receivables and Prepayments | (1,542,709) | 136,505 |
| Increase in Members' Savings and Deposit | 1,624,067 | 665,728 |
| Increase / (Decrease) in Payables and Accruals | 449,027 | (1,909) |
| | <u>3,014,376</u> | <u>4,150,227</u> |
| Net Cash Generated From Operating Activities | 3,014,376 | 4,150,227 |
| INVESTING ACTIVITIES | | |
| (Increase) / Decrease in Long Term Investments | (4,361,181) | 9,428,869 |
| (Increase) in Capital Work in Progress | (2,689,296) | (6,707,326) |
| Additions to Property, Plant and Equipment | (4,655,071) | (133,531) |
| | <u>(11,705,548)</u> | <u>2,588,012</u> |
| Net Cash (Used In) / Generated From Investing Activities | (11,705,548) | 2,588,012 |
| FINANCING ACTIVITIES | | |
| Increase in Members' Shares | 10,725,701 | 15,219,689 |
| Entrance Fees | 6,365 | 8,775 |
| Dividends Paid | (6,645,113) | (7,957,604) |
| Education Expenses | (190,489) | (391,768) |
| Other Transactions | (74,089) | - |
| | <u>3,822,375</u> | <u>6,879,092</u> |
| Net Cash Generated From Financing Activities | 3,822,375 | 6,879,092 |
| Net Change For The Year | (4,868,797) | 13,617,331 |
| Cash and Cash Equivalents at the Beginning of the Year | 18,860,331 | 5,243,000 |
| CASH AND CASH EQUIVALENTS AT THE END OF THE YEAR | \$ 13,991,534 | \$ 18,860,331 |
| REPRESENTED BY:- | | |
| Cash at Bank and in Hand | \$ 4,226,692 | \$ 4,113,267 |
| Short-term Investments | 9,764,842 | 14,747,064 |
| | <u>\$ 13,991,534</u> | <u>\$ 18,860,331</u> |



The attached notes and comments form an integral part of these Financial Statements.

NEAL AND MASSY (NORTH) CO-OPERATIVE SOCIETY LIMITED

RECEIPTS AND PAYMENTS ACCOUNT FOR THE YEAR ENDED DECEMBER 31, 2016

| RECEIPTS | 2016 | 2015 |
|---|------------|------------|
| Annual General Meeting | \$ 1,500 | \$ - |
| Bad Debt Expense | 183,500 | - |
| Bank Interest | 1,168 | 228 |
| Capital Work-in-Progress | - | 356,489 |
| Commissions | 184,880 | 167,049 |
| Communications Expense | 330 | - |
| Co-Op Activities | 64 | - |
| Data Processing | 6,480 | - |
| Debt Collection | 25,182 | - |
| Donations | 200 | - |
| Education Expenses | 9,897 | 5,992 |
| Education Fund | 16,806 | - |
| Family Indemnity Plan/Payment Protector Plan Deposits | - | 475,387 |
| Insurance Claims | 937,413 | 1,130,340 |
| Interest on Investments | 48,432 | 59,257 |
| Interest on Members' Loans | 3,270,687 | 3,090,502 |
| Investments | 29,270,297 | 13,763,008 |
| Janitorial | 50 | - |
| Legal and Professional Fees | 44,786 | 27,580 |
| Loan Application Fees | 29,710 | 19,385 |
| Loan Suspense | - | 976 |
| Marketing/Advertising & Pro | 2,852 | - |
| Massy Gas Products (Trinidad) | 1,865,981 | 1,857,545 |
| Massy Machinery Limited | 2,755,654 | 2,665,035 |
| Massy Technologies Infocom | 3,921,018 | 3,657,241 |
| Member Relations | 10,335 | 7,782 |
| Members' Deposits | 12,292,176 | 13,501,270 |
| Members' Loans | 13,791,002 | 9,997,167 |
| Members' Shares | 17,144,425 | 13,698,085 |
| Miscellaneous Expenses | 25 | - |
| Miscellaneous Income | 4,990 | 3,430 |
| New Member Applications | 19,815 | 12,660 |
| Other Employee Benefit | 3,097 | - |
| Other Receipts | - | 2,475 |
| Payables and Accruals | 1,336,400 | 6,036,410 |
| Pre-Approved Loan | 132,546 | - |
| Pre-Approved Loan Interest | 49,505 | - |
| Printing | 1,328 | - |
| Property, Plant and Equipment | 100 | - |
| RBC Royal Bank Credit Card | - | 15,044 |
| Receivables and Prepayments | 26,599,787 | 26,032,279 |
| Refreshments/Meetings Expense | 50 | - |
| Rental | 11 | - |
| Retained Earnings | - | 17,340 |
| RISP | 17,342 | - |
| Security Services | 80 | - |
| Shortages and Overages | 629,748 | 180,794 |
| Special Promotions | 68,557 | - |
| Stationery | 7,051 | - |



The attached notes and comments form an integral part of these Financial Statements.

NEAL AND MASSY (NORTH) CO-OPERATIVE SOCIETY LIMITED
 RECEIPTS AND PAYMENTS ACCOUNT FOR THE YEAR ENDED DECEMBER 31, 2016

| | | |
|--------------------------------|-----------------------|-----------------------|
| Sundry Creditors | 161,342 | 433,144 |
| Sundry Debtors | 998,562 | 1,058,932 |
| Teller Account | 10,255,752 | 21,890,753 |
| Travelling and Courier Expense | 3,990 | - |
| Total Receipts | <u>\$ 126,104,903</u> | <u>\$ 120,163,579</u> |
| | | |
| Opening Balance | \$ 4,113,267 | \$ 3,734,014 |
| Total Receipts | 126,104,903 | 120,163,579 |
| Less Payments | <u>125,991,478</u> | <u>119,784,326</u> |
| Closing Balance | <u>\$ 4,226,692</u> | <u>\$ 4,113,267</u> |
| REPRESENTED BY: | | |
| Cash at Bank and in Hand | <u>\$ 4,226,692</u> | <u>\$ 4,113,267</u> |

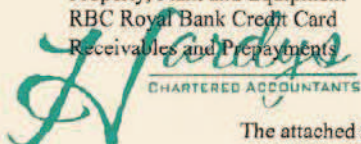


The attached notes and comments form an integral part of these Financial Statements.

NEAL AND MASSY CO-OPERATIVE SOCIETY LIMITED

RECEIPTS AND PAYMENTS ACCOUNT FOR THE YEAR ENDED DECEMBER 31, 2016

| PAYMENTS | 2016 | 2015 |
|---|------------|------------|
| Annual General Meeting | \$ 136,494 | \$ 275,617 |
| Audit Fees | 50,625 | 51,750 |
| Bad Debt Expense | 1,770 | 959 |
| Bank Charges | 28,491 | 24,127 |
| Capital Work-in-Progress | 2,498,222 | 7,061,639 |
| Communications Expenses | 112,513 | 107,316 |
| Computer Hardware and Software | 153,335 | - |
| Convention Expenses | - | 277,086 |
| Co-Op Activities | 57,266 | 40,287 |
| Credit Committee Expenses | 1,520 | 100 |
| Cuna Insurance Premium | 105,000 | - |
| Data Processing | 60,209 | 41,032 |
| Debt Collection | 71,702 | 7,385 |
| Dividends Paid | - | 7,982,706 |
| Donations | 12,914 | 33,350 |
| Education Expenses | 34,890 | 255,230 |
| Education Fund | 155,115 | - |
| Electricity | 47,661 | 40,851 |
| Family Indemnity Plan/Payment Protector Plan Deposits | - | 20,501 |
| Honorarium | 149,200 | 154,123 |
| Insurance | 85,903 | 48,667 |
| Insurance Claims | 793,578 | 1,007,995 |
| Interest on Members' Loans | 8,866 | 46,852 |
| Investments | 27,900,884 | 16,316,297 |
| Janitorial | 60,574 | 66,862 |
| League Dues | 49,594 | 49,594 |
| Legal and Professional Fees | 775,948 | 452,011 |
| Loan Application Fees | 200 | 40 |
| Marketing, Advertising and Promotions | 194,430 | 495,125 |
| Massy Machinery Ltd | 10 | - |
| Member Relations | 59,470 | 85,541 |
| Members' Deposits | 12,274,893 | 16,132,542 |
| Members' Loans | 43,297,855 | 41,398,305 |
| Members' Shares | 15,892,615 | 14,307,379 |
| Miscellaneous Expenses | 100 | 624 |
| Miscellaneous Income | 20 | - |
| National Insurance | 209,486 | 242,497 |
| New Member Applications | 20 | - |
| Office Furniture | 197,141 | - |
| Office Maintenance | 150,382 | 54,803 |
| Other Employee Benefits | 246,106 | - |
| Other Fees and Charges | 13,440 | 7,518 |
| Pantry | 16,405 | 10,200 |
| Payables and Accruals | 3,358,654 | 7,908,425 |
| PAYE Payable | 113,665 | 200,417 |
| Payroll Clearing | 1,513,794 | 1,138,560 |
| Pre-Approved Loan | 477,366 | - |
| Pre-Approved Loan Interest | 18,003 | - |
| Pre-paid Expenses | 89,080 | - |
| Printing and Stationery | 44,142 | 67,817 |
| Property, Plant and Equipment | 4,375,025 | 98,287 |
| RBC Royal Bank Credit Card | 184,137 | 254,302 |
| Receivables and Prepayments | 229,748 | 519,175 |



The attached notes and comments form an integral part of these Financial Statements.

NEAL AND MASSY CO-OPERATIVE SOCIETY LIMITED

RECEIPTS AND PAYMENTS ACCOUNT FOR THE YEAR ENDED DECEMBER 31, 2016

| | | |
|-----------------------------------|-----------------------|-----------------------|
| Refreshments and Meeting Expenses | 115,085 | 91,832 |
| Retained Earnings | 6,645,113 | - |
| Rental | 143,991 | 59,550 |
| RISP | 275,742 | 322,191 |
| Salaries | 15,450 | - |
| Security Services | 205,727 | 134,800 |
| Shortages and Overages | 412,101 | 114,354 |
| Special Promotions | 83,779 | - |
| Staff Bonus | 23,136 | - |
| Staff Costs | - | 62,434 |
| Stationery | 49,582 | 70,139 |
| Strategic Planning | 1,525 | 636 |
| Subsistence | 170 | 1,020 |
| Sundry Debtors | 1,558,295 | 1,569,926 |
| Sundry Creditors | 68,400 | - |
| Teller Account | 40 | - |
| Training and Development | 14,970 | 47,923 |
| Travelling and Courier Expenses | 47,051 | 23,564 |
| Water Rates and Taxes | 22,863 | 2,063 |
| Total Payments | \$ 125,991,478 | \$ 119,784,326 |



The attached notes and comments form an integral part of these Financial Statements.

NEAL AND MASSY (NORTH) CREDIT UNION CO-OPERATIVE SOCIETY LIMITED

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED DECEMBER 31, 2016

1 REGISTRATION AND PRINCIPAL ACTIVITIES

The Society was registered under the Co-operative Societies Act Chapter 81:03 of Trinidad and Tobago on April 25, 1953. Its objectives are to promote the economic welfare of its members, self-help and co-operation and to promote the development of co-operative ideas.

2 ACCOUNTING POLICIES

a) Basis of Accounting

These Statements have been prepared on the historic cost basis and in accordance with International Financial Reporting Standards and the requirements of the Co-operative Societies Act.

b) New Accounting Standards and Interpretations

The Credit Union has not applied the following new or amended standards and interpretations which were issued but not yet effective for the year under review because either (i) the Credit Union has not opted for early adoption; (ii) their application has no material impact of these Financial Statements:

New or Amended Standards

- IFRS 5 Non Current Assets Held for Sale and Discontinued Operations – Adds specific guidance in IFRS 5 for cases in which an entity reclassifies an asset from held for sale to held for distribution or vice versa and cases in which held – for – distribution accounting is discontinued. Effective for periods beginning on or after January 1st, 2016.
- IFRS 7 Financial Instruments: Disclosures (with consequential amendments to IFRS 1) – Adds additional guidance to clarify whether a servicing contract is continuing involvement in a transferred asset for the purpose of determining the disclosures required. It also clarified the applicability of the amendments to IFRS 7 on offsetting disclosures to condensed interim Financial Statements. Effective for annual periods beginning on or after January 1st, 2016.
- IFRS 9 Financial Instruments – This final version of IFRS 9 adds a new expected loss impairments model and amends the classification and measurement model for financial assets by adding a new fair value through Other Comprehensive Income (FVTOCI) category for certain debt instruments and additional guidance on how to apply the business model and contractual cash flow characteristics test. The final version of IFRS 9 supersedes all previous versions of the standard. However, for annual periods beginning 1 January 2018, an entity may elect to apply those earlier versions of IFRS 9 if the entity's relevant date of initial application is before 1 February 2015.
- IAS 19 Employee Benefits – Clarifies that the high quality corporate bonds used in estimating the discount rate for post – employment benefits should be denominated in the same currency as the benefits to be paid (thus, the depth of the market for high quality corporate bonds should be assessed at currency level). Effective for annual periods beginning on or after 1 January 2016.
- IAS 34 Interim Financial Reporting – Clarifies the meaning of “elsewhere in the interim report” and requires a cross – reference. Effective for annual periods beginning on or after 1 January 2016.



NEAL AND MASSY (NORTH) CREDIT UNION CO-OPERATIVE SOCIETY LIMITED

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED DECEMBER 31, 2016

The adoption of the above will not have a significant effect on these Financial Statements.

c) **Use of Estimates**

The preparation of Financial Statements in conformity with IFRS requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the credit union's accounting policies. It also requires the use of assumptions that affect the amount of assets and liabilities and disclosure of contingent assets and liabilities at the date of these Financial Statements and the reported amounts of income and expenditure during the period. Although these estimates are based on management's best knowledge of current events and actions, actual results may ultimately differ from those estimates.

d) **Property, Plant and Equipment**

Property, Plant and Equipment are recorded at cost and depreciation is computed on the Reducing Balance at rates which are considered sufficient to write off the cost of the assets over their estimated useful lives.

Upon disposal or retirement of assets, the cost and related depreciation are removed from the accounts and the gain or loss, if any, is reflected on the Statement of Income. In accordance with IAS 16 – Property, Plant and Equipment, the property held should be revalued regularly, so that the carrying amount of an asset does not differ materially from its fair value at the Statement of Financial Position date. The property at #24 Borde Street, Port of Spain was revalued in March, 2010.

The depreciation rates are as follows:

| | |
|--------------------------------|--------------|
| Building and Site Improvements | - 2% |
| Office Furniture & Equipment | - 12.5 - 20% |
| Computer Hardware and Software | - 33.33% |

e) **Investments**

The Society has investments in equities and other investments for quick redemption.

These securities are intended to be held for an indefinite period of time but may be sold in response to the needs for liquidity or changes in interest rates, exchange rates or equity prices. After initial recognition, investments are measured at a fair value with unrealized gains or losses reported in the Statement of Income.

For actively traded investments, fair value is determined by reference to the Stock Exchange quoted market prices at the Statement of Financial Position date, adjusted for transaction cost necessary to realize the investment. For investments where there is no quoted market price, the carrying value is deemed to approximate fair value.

f) **Financial Instruments**

Financial instruments are contracts that give rise to financial asset of one entity and a financial liability or equity instruments of another entity.

Financial assets and financial liabilities are recognized on the Society's Statement of Financial Position when the Society becomes a party to the contractual provisions of the instrument.



NEAL AND MASSY (NORTH) CREDIT UNION CO-OPERATIVE SOCIETY LIMITED

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED DECEMBER 31, 2016

All regular way purchases and sales of financial assets are recognized or derecognized on the trade date, that is, the date on which the Society commits itself to purchase or sell an asset. A regular way purchase and sale of financial assets is a purchase or sale of an asset under a contract whose terms require delivery of the asset within the timeframe established generally by regulation or convention in the marketplace concerned.

Financial assets are derecognized when the contractual rights to receive the cash flows expire or where the risk and rewards of ownership of the assets have been transferred.

g) Impairment of Financial Assets

The Society assesses at each Statement of Financial Position date, whether there is objective evidence that a financial asset or a group of financial assets are impaired. Impairment Losses are incurred only if there is objective evidence of impairment as a result of one or more events that have occurred after the recognition of the asset and that the loss event(s) has an impact on the future of the financial asset or group of financial assets. Observable data used to determine that there is objective evidence of an impairment loss are;

- i. Significant financial difficulty of the borrower.
- ii. A breach of contract, such as delinquency in contractual payments.
- iii. It's becoming probable that the borrower will enter bankruptcy or other financial reorganisation.
- iv. The disappearance of an active market for that financial asset because of financial difficulties.

If there is objective evidence that an impairment loss on loans and other financing has been incurred, the amounts of the loss is measured as the difference between the asset's carrying amount and the estimated future cash flows. The carrying amount of the asset is reduced through the use of an allowance account and the amount of the loss is recognized in the Statement of Income.

When a loan is uncollectable, it is written off against the related provision for impairment loss. Such loans are written off after all the necessary procedures have been completed and the amounts of the loss have been determined. Subsequent recoveries of amounts previously written off decrease the amount of the provision for impairment loss in the Statement of Income.

Impairment losses are recorded in an allowance account and are measured and recognized as follows:

i. Financial assets measured at amortized cost

The difference between the assets' carrying amount and the present value of the estimated future cash flows discounted at the financial asset's original effective interest rate is recognized in the Statement of Income.

If, in a subsequent period, the amount of the impairment loss decreases and the decrease can be related objectively to an event occurring after the impairment was recognized (such as improvement in the debtor's credit rating), the previously recognized loss is reversed to the extent that the carrying amount of the financial asset does not exceed what the amortized cost would have been had the impairment not been recognized at the date that the impairment is reversed. The amount of the reversal is recognized in the Statement of Income.

ii. Financial assets measured at cost

The difference between the assets' carrying amount and the present value of the estimated future cash flows (excluding future credit losses that have not been incurred) discounted at the current market's rate of return for similar financial assets is recognized in the Statement of Income. These losses are not reversed.



NEAL AND MASSY (NORTH) CREDIT UNION CO-OPERATIVE SOCIETY LIMITED

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED DECEMBER 31, 2016

iii. Financial Liabilities

When financial liabilities are recognized initially, they are measured at fair value of the consideration given plus transaction costs directly attributable to the acquisition of the liability. Financial liabilities are re-valued at amortized cost using the effective interest method.

Financial liabilities are derecognized when they are extinguished, that is, when the obligation specified in the contract is discharged, cancelled or expired. The difference between the carrying amount of a financial liability extinguished and the consideration paid is recognized in the Statement of Income.

Cash and Cash Equivalents

Cash and cash equivalents comprise of deposits held on call with Banks and investment units held with Unit Trust Corporation. These are short term liquid instruments, that are readily convertible to known amounts of cash and are so near to maturity, that they present insignificant risk of changes in value due to changing interest rates.

Receivables and Prepayments

Receivables and Prepayments are initially measured at cost. Appropriate allowances for estimated irrecoverable amounts are recognized in the Statement of Income when there is objective evidence that the asset is impaired.

Loans to Members

Loans to members are stated at principal amounts outstanding net of allowances for loan losses. Specific provisions are made for potential losses on non-performing loans on the basis of net realisable value. Periodic portfolio reviews are conducted during the course of each year to determine the adequacy of provisions. Loans are secured by various forms of collateral, including charges over tangible assets certificates of deposit, and assignment of funds held with other financial institutions.

Payables and Accruals

Payables and Accruals are initially measured at cost, and are subsequently measured at amortized cost, using the effective interest rate method.

Members' Deposits

Members' deposits are stated at the principal amounts invested by members together with any capitalised interest.

Members' Shares

Members' shares are classified as a Long term Liability and stated at fair value.



NEAL AND MASSY (NORTH) CREDIT UNION CO-OPERATIVE SOCIETY LIMITED

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED DECEMBER 31, 2016

3 Revenue Recognition

Loan Interest

Interest charged on all loans to members is calculated at 1% per month on the outstanding balance for Ordinary Loans and 7% to 12% per annum amortised for Mortgage Loans, Instruments of Charge and Bridging Loans, these are in accordance with Section 10 of the Loan Policy. Loan interest is accounted for on the cash basis.

Interest on non-performing loans is not accrued or taken into income on an ongoing basis because there is doubt as to the recoverability of the loans. Income from non-performing loans is taken into income on a cash basis, but only after specific provisions for losses have been made.

For non-performing loans, specific provisions are made for the unsecured portion of the loan. The amount of the provision is dependent upon the extent of the delinquency.

Investment Income

Income from investments is accounted for on the accruals basis except for dividends, which are accounted for on a cash basis, consistent with International Accounting Standard (IAS) #18.

4 Dividends payable to Members'

Dividends are computed on the basis of the average value of shares held throughout the year, the average being determined on the basis of the balance of shares held at the end of each month. Dividends that are proposed and declared after the Statement of Financial Position date are not shown as a liability in accordance with IAS #10.

5 Foreign Currency

Monetary assets and liabilities denominated in foreign currencies are expressed in Trinidad & Tobago dollars at rate of exchange ruling at the Statement of Financial Position date. All revenue and expenditure transactions denominated in foreign currencies are translated at the average rate and the resulting profits and losses on exchange from these trading activities are recorded in Statement of Income.

6 Provisions

Provisions are recognised when the Society has a present legal or constructive obligation as a result of past events, it is more likely than not that an outflow of resources will be required to settle the obligation and the amount has been reliably estimated.

The amount recognised as a provision is the best estimate of the consideration required to settle the present obligation at the Statement of Financial Position date, taking into account the risks and uncertainties surrounding the obligation. Where a provision is measured using the cash flows estimated to settle the present obligation, its carrying amount is the present value of those cash flows.

7 Comparative Figures

Where necessary, comparative amounts have been adjusted to conform with changes in presentation in the current year.



NEAL AND MASSY (NORTH) CREDIT UNION CO-OPERATIVE SOCIETY LIMITED

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED DECEMBER 31, 2016

8 FINANCIAL RISK MANAGEMENT

The Society's activities expose itself to a variety of financial risks and those activities involve the analysis, evaluation, acceptance and management of some degree of risk or a combination of risks. Taking risks is core to the financial business, and the operational risks are an inevitable consequence of being in business. The Credit Union's aim is therefore to achieve an appropriate balance between risk and return and minimize potential adverse effects on the Credit Union's financial performance.

The Credit Union's risk management policies are designed to identify and analyze these risks, to set appropriate risk limits and controls, and to monitor the risk and adherence to limits by means of reliable and Up-to-date information systems. The Credit Union periodically reviews its risk management policies and systems to reflect changes in products and emerging best practice.

Risk Management of Loans is carried out by the Finance Committee under policies approved by the Board of Directors.

The Finance Committee identifies and evaluates financial risks in close co-operation with the Credit Union's operating units. The Board provides written principles for overall risk management, as well as written policies covering specific areas, such as interest rate and credit risk. In addition, the Supervisory Committee is responsible for the independent review of risk management and the control environment. The most important type of risks are credit risks and other operational risks.

i. Credit Risk

The Credit Union takes on exposure to credit risk, which is the risk that a member(s) will cause a financial loss for the Credit Union by failing to discharge an obligation.

Management of Risk

Credit risk is the most important risk for the credit union's business which principally arises in lending activities that lead to loans and other financing. The credit risk management and control are reported to the Board of Directors regularly. In order to effectively manage credit risk, the following are considered;

- a) Proper judgement of the creditworthiness of the member when analyzing the loan application
- b) Adequate collateral held as security for funds advanced
- c) Maintenance of a strict and aggressive collection policy
- d) Monthly review of the risk ratios for the management of credit risk
- e) Maintenance of a prudent loan provisioning policy
- f) Monitor exposures against limits to any one member
- g) The Credit Committee to be informed of any large exposures to any one borrower or borrower group in default
- h) The information technology system for reporting, monitoring and controlling risks is properly maintained and updated
- i) Regular reporting to the Board of Directors on the performance of the loan portfolio

ii. Interest Rate Risk

The interest rate risk arises from the possibility that changes in market rates will affect future cash flows or the fair values of financial instruments externally and held internally by its members. The



NEAL AND MASSY (NORTH) CREDIT UNION CO-OPERATIVE SOCIETY LIMITED

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED DECEMBER 31, 2016

credit union is exposed to interest rate risks on annuity, fixed deposits and money market investments that can experience fluctuations on interest rates currently or upon reinvestment after maturity.

Management of Risk

The credit union should mitigate interest risk by setting interest rates on loans and other financing facilities taking into consideration the effects of an increase in funding cost during the short to medium term. Management is expected to monitor interest rate risks on these financial instruments and report on changes in the Statements of Financial Position and Statement of Income.

iii. **Liquidity Risk**

Liquidity Risk is the risk where the Credit Union will be unable to meet its payment obligations when they fall due under normal and stressed circumstances.

Management of Risk

Through experience and monitoring, the Credit Union is able to maintain sufficient liquid resources to meet current obligations. The current asset ratio which compares current asset to current liabilities is 1.59 to 1 (2015: 2.34 to 1). The largest of the current liability is Members' Deposits which has shown a consistent increase over the years suggesting that there is a greater tendency of members to save using this facility. This trend suggests a lesser possibility of any extraordinary call by the overall membership for these savings which can lead to undue stress on the Credit Union's Liquidity.

iv. **Market Risk**

The Credit Union is exposed to market risk, which is the risk that the fair values or future cash flows of invested financial instruments will fluctuate because of changes in market prices. Market risks arise from open positions in interest rates, equity prices, currency exchange rates and other market factors.

Management of Risk

Management is entrusted with the responsibility to monitor this risk, there is a formal system in place to effectively and specifically report on market changes and do sensitivity analysis on investments, considering future impact on cash flows on a systematic basis.

v. **Foreign Currency Exchange Risk**

The credit union is exposed to foreign exchange risk as a result of fluctuations in exchange rates, since it has financial assets that are denominated in the US dollar currency.

Management of Risk

Management is responsible to monitor and report on changes that impacts on these financial assets.

vi. **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 installed to minimise human error. Additionally, staff is trained on an on-going basis.



NEAL AND MASSY (NORTH) CREDIT UNION CO-OPERATIVE SOCIETY LIMITED

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED DECEMBER 31, 2016

vii. **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 Inspector of Financial Institutions at Central Bank of Trinidad & Tobago, as well as by the monitoring controls applied by the Society.

viii. **Reputation Risk**

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

4. **CRITICAL ACCOUNTING ESTIMATES AND JUDGEMENTS**

The preparation of Financial Statements in accordance with International Financial Reporting Standards requires management to make judgements, estimates and assumptions in the process of applying the Society's accounting policies. See Note 2 (c).

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events, that are believed to be reasonable under the circumstances. The Society makes estimates and assumptions concerning the future. However, actual results could differ from those estimates as the resulting accounting estimates will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below:

Changes in accounting estimates are recognized in the Statement of Income in the period which the estimate is changed, if the change affects that period only, or in the period of the change and future periods if the change affects both current and future periods.

The critical judgements, apart from those involving estimations, which have the most significant effect on the amounts recognized in the Financial Statements, are as follows:

- i) Whether investments are classified as held-to-maturity investments, available-for-sale or loans and receivables.
- ii) Whether leases are classified as operating leases or finance leases.
- iii) Which depreciation method for plant and equipment is used.

The key assumptions concerning the future and other key sources of estimation uncertainty at the Statement of Financial Position date (requiring management's most difficult, subjective or complex judgement(s) that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are as follows:



NEAL AND MASSY (NORTH) CREDIT UNION CO-OPERATIVE SOCIETY LIMITED

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED DECEMBER 31, 2016

i) Impairment of Assets

Management assesses at each Statement of Financial Position date whether assets are impaired. An asset is impaired when the carrying value is greater than its recoverable amount and there is objective evidence of impairment. Recoverable amount is the present value of the future cash flows. Provisions are made of the excess of the carrying value over its recoverable amount.

ii) Plant and Equipment

Management exercises judgement in determining whether future economic benefits can be derived from expenditures to be capitalized and in estimating the useful lives and residual values of these assets.

5 PROPERTY, PLANT AND EQUIPMENT

(i) Year Ended December 31, 2016 – The sum of \$ 16,145,181 is made up as follows:-

| | Land | Building & Site Improvements | Computer Hardware & Software | Office Furniture | Total |
|-----------------------|---------------|---------------------------------|------------------------------------|---------------------|--------------|
| Cost | | | | | |
| At Jan. 1, 2016 | \$ 8,995,000 | \$ 2,557,843 | \$ 1,196,023 | \$ 567,920 | \$13,316,786 |
| Additions | 4,375,000 | - | 186,413 | 93,658 | 4,655,071 |
| | ----- | ----- | ----- | ----- | ----- |
| At Dec. 31, 2016 | 13,370,000 | 2,557,843 | 1,382,436 | 661,578 | 17,971,857 |
| | ----- | ----- | ----- | ----- | ----- |
| Depreciation | | | | | |
| At Jan. 1, 2016 | - | 191,193 | 1,052,414 | 426,138 | 1,669,745 |
| Charge | - | 47,333 | 68,406 | 41,192 | 156,931 |
| | ----- | ----- | ----- | ----- | ----- |
| At Dec. 31, 2016 | - | 238,526 | 1,120,820 | 467,330 | 1,826,676 |
| | ----- | ----- | ----- | ----- | ----- |
| Net Book Value | | | | | |
| At Dec. 31, 2016 | \$ 13,370,000 | \$ 2,319,317 | \$ 261,616 | \$ 194,248 | \$16,145,181 |
| | ----- | ----- | ----- | ----- | ----- |



NEAL AND MASSY (NORTH) CREDIT UNION CO-OPERATIVE SOCIETY LIMITED

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED DECEMBER 31, 2016

(ii) Year Ended December 31, 2015 – The sum of \$ 11,647,041 is made up as follows:-

| | Land | Building & Site Improvements | Computer Hardware & Software | Office Furniture | Total |
|-----------------------|--------------|------------------------------|------------------------------|------------------|--------------|
| Cost | | | | | |
| At Jan. 1, 2015 | \$ 8,995,000 | \$ 2,557,843 | \$ 1,143,424 | \$ 486,988 | \$13,183,255 |
| Additions | - | - | 52,599 | 80,932 | 133,531 |
| At Dec. 31, 2015 | 8,995,000 | 2,557,843 | 1,196,023 | 567,920 | 13,316,786 |
| Depreciation | | | | | |
| At Jan. 1, 2015 | - | 140,036 | 860,427 | 330,931 | 1,331,394 |
| Charge | - | 51,157 | 191,987 | 95,207 | 338,351 |
| At Dec. 31, 2015 | - | 191,193 | 1,052,414 | 426,138 | 1,669,745 |
| Net Book Value | | | | | |
| At Dec. 31, 2015 | \$ 8,995,000 | \$ 2,366,650 | \$ 143,609 | \$ 141,782 | \$11,647,041 |

6 MEMBERS' LOANS

Members' loans are stated at principal outstanding, net of a provision for loan losses. The provision for loan losses is based on the Board of Directors' evaluation of the performance of the loan portfolio under current economic conditions and past loan loss experience.

| | 2016 | 2015 |
|---|----------------|----------------|
| Loans to Members | \$ 117,539,386 | \$ 112,167,811 |
| Less: Provision for loan losses (see below) | (4,565,579) | (4,385,579) |
| | \$ 112,973,807 | \$ 107,782,232 |
| <u>Provision for loan losses:</u> | | |
| Balance, beginning of the year | 4,385,579 | 4,248,878 |
| Charge for the year | 180,000 | 136,701 |
| Balance, end of year | \$ 4,565,579 | \$ 4,385,579 |



NEAL AND MASSY (NORTH) CREDIT UNION CO-OPERATIVE SOCIETY LIMITED

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED DECEMBER 31, 2016

7 (a) LONG TERM INVESTMENTS

The sum of \$75,841,153 is made up as follows:-

| | 2016 | 2015 |
|---|----------------------|----------------------|
| Scotiabank (T&T) Limited - Shares | \$ 499,670 | \$ 525,994 |
| Republic Bank Limited - Caribbean Equity Fund | 2,045 | 2,110 |
| Guardian Holdings Limited - Private Wealth Management | - | 2,759,391 |
| West Indian Tobacco Company Limited | 2,513,412 | 2,500,542 |
| Guardian Asset Management - (TT) Monthly Income Fund | 3,828,157 | 1,060,079 |
| Guardian Asset Management | 14 | 14 |
| SavInvest IAH Fund | 277,037 | 270,267 |
| Guardian Holdings Limited | 1,870,265 | 1,958,973 |
| Massy Holdings Limited | 2,735,460 | 3,232,577 |
| TTMF 3.75% Bond | 4,439,092 | - |
| First Citizens' Bank Limited - Shares | 1,749,000 | 1,750,000 |
| First Line Security | 4,916,972 | 4,813,456 |
| GOTT (NIPDEC Bonds) | 6,235,359 | 6,248,584 |
| Petrotrin 2019 Bond Investment | 3,363,377 | 3,363,377 |
| Guardian Holdings Limited - Bond | 7,383,185 | 7,375,216 |
| Trinidad Cement Limited | 1,889,800 | 1,713,705 |
| CLICO Investment Fund | 2,063,261 | 2,075,119 |
| Massy Holdings - Series A Bond | 670,000 | 670,000 |
| Unit Trust Corporation - Growth Fund | 546 | 552 |
| First Line - Secure Note | 3,500,000 | - |
| Roytrin (TTD) Income and Growth Fund | 957 | 970 |
| Bourse SavInvest - Structured Fund | 6,922,561 | 23,610,466 |
| ANSA Finance Limited | 597,410 | 580,426 |
| Massy Finance (G.F.C) Limited | 5,000,000 | 5,000,000 |
| Trinidad and Tobago NGL Limited | 2,883,573 | 1,968,154 |
| Bourse Securities Investment | 12,500,000 | - |
| | <u>\$ 75,841,153</u> | <u>\$ 71,479,972</u> |

(b) SHORT-TERM INVESTMENTS

The sum of \$9,764,842 is made up as follows:-

| | 2016 | 2015 |
|---|---------------------|----------------------|
| Financial Institution | | |
| Unit Trust Corporation- US Income Fund | \$ 33,724 | \$ 31,669 |
| Unit Trust Corporation- TT Income Fund | 327,066 | 323,654 |
| Unit Trust Corporation-Money Market Fund | 1,177,974 | 1,165,685 |
| RBC Royal Bank- Roytrin | 2,584 | 2,563 |
| Guardian Asset Management - Fixed Rate Commercial Paper | 3,257,491 | 3,257,490 |
| Guardian Holding Limited - 3.92% Pro Note | 4,966,003 | 4,966,003 |
| First Line Security | - | 5,000,000 |
| | <u>\$ 9,764,842</u> | <u>\$ 14,747,064</u> |



NEAL AND MASSY (NORTH) CREDIT UNION CO-OPERATIVE SOCIETY LIMITED

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED DECEMBER 31, 2016

8 CASH AT BANK AND IN HAND

The sum of \$4,226,692 is made up as follows:-

| | 2016 | 2015 |
|--|---------------------|---------------------|
| Cash in Hand | \$ 86,582 | \$ 26,634 |
| RBC Royal Bank (T&T) Limited – Current Account | 3,643,771 | 3,624,965 |
| – Dividends Account | 77,723 | (130,343) |
| – Linx Account | 135,498 | 230,720 |
| – US Account | 283,118 | 361,291 |
| | <u>\$ 4,226,692</u> | <u>\$ 4,113,267</u> |

9 RECEIVABLES AND PREPAYMENTS

The sum of \$3,057,560 is made up as follows:-

| | 2016 | 2015 |
|-------------------------------|---------------------|---------------------|
| Accounts Receivable | \$ 386,786 | \$ 309,510 |
| Payroll Deductions Receivable | 943,006 | 559,110 |
| Sundry Debtors | 1,299,994 | 576,309 |
| Prepayments | 73,129 | 69,922 |
| Inter Member Journal | 817 | - |
| SPCM | 353,828 | - |
| | <u>\$ 3,057,560</u> | <u>\$ 1,514,851</u> |

10 MEMBERS' SHARE BALANCES

The sum of \$190,104,310 is made up of:-

| | 2016 | 2015 |
|-------------------------------|-----------------------|-----------------------|
| Ordinary Shares @ \$5.00 each | <u>\$ 190,104,310</u> | <u>\$ 179,378,609</u> |

According to the By-Laws of Neal and Massy (North) Credit Union Co-operative Society Limited, the capital of the society may be composed of an unlimited number of shares of \$5.00 each.



NEAL AND MASSY (NORTH) CREDIT UNION CO-OPERATIVE SOCIETY LIMITED

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED DECEMBER 31, 2016

11 PAYABLES AND ACCRUALS

The sum of \$1,081,196 is made up as follows:-

| | 2016 | 2015 |
|----------------------------|---------------------|-------------------|
| RBC Royal Bank Credit Card | \$ 36,280 | \$ 59,470 |
| Accounts Payable | 272,589 | 76,797 |
| Sundry Creditors | 58,069 | 134,432 |
| Accrued Charges | 108,169 | 96,341 |
| Accrual for Audit Fees | 56,250 | 50,625 |
| Insurance Claims | (106,153) | (145,441) |
| Other Payables | (12,515) | 321 |
| CUNA FIP & PP Plan | (156,169) | (156,169) |
| Other Liabilities | 824,676 | 515,793 |
| | <u>\$ 1,081,196</u> | <u>\$ 632,169</u> |

12 RELATED PARTY TRANSACTIONS

Parties are considered to be related if one party has the ability to control the other party or exercise significant influence over the other party in making financial decisions.

Key Management Personnel are those persons having the authority and responsibility for planning, directing and controlling the activities of the Society.

A number of transactions are entered into with related parties in the normal course of business. These transactions were carried out on commercial terms at market rates.

Assets, Liabilities and Members' Equity

| | 2016 | 2015 |
|---|---------------------|---------------------|
| Loans due from Directors, Committee Members and Key Management Personnel | <u>\$ 1,922,466</u> | <u>\$ 1,156,134</u> |
| Shareholding and Deposits due to Directors, Committee Members and Key Management Personnel | <u>\$ 2,303,281</u> | <u>\$ 2,589,775</u> |



NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED DECEMBER 31, 2016

13 FAIR VALUES

Fair Values is the amount for which an asset could be exchanged, or a liability settled between knowledgeable, willing parties in an arm's length transaction. The existence of published price quotation in an active market is the best evidence of fair value. Where market prices are not available, fair values are estimated using various valuation techniques, including using recent arm's length market transactions between knowledgeable, willing parties, if available, current fair value of another financial instrument that is substantially the same and discounted cash flow analysis.

The following methods have been used to estimate the fair values of various classes of financial assets and liabilities:

a) Current Assets and Liabilities

The carrying amounts of current assets and liabilities are a reasonable approximation of the fair values because of their short-term nature.

b) Members' Loans

Loans are net of specific provisions for losses. These assets result from transactions conducted under typical market conditions and their values are not adversely affected by unusual terms. The inherent rates of interest in the portfolio approximate market conditions and yield discounted cash flow values which are substantially in accordance with the Financial Statement amounts.

c) Investments

The fair values of investments are determined on the basis of market prices available at December 31, 2016.

14 CAPITAL RISK MANAGEMENT

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

The capital structure of the Society consists of equity attributable to members, which comprises stated capital, reserves and undivided surplus.

15 INVESTMENT INCOME

The sum of \$2,417,248 is made up as follows:-

| | 2016 | 2015 |
|------------------------------|---------------------|---------------------|
| Interest on Investments | \$ 2,417,218 | \$ 2,377,828 |
| Interest on Savings Accounts | 30 | 153 |
| | <u>-----</u> | <u>-----</u> |
| | <u>\$ 2,417,248</u> | <u>\$ 2,377,981</u> |



NEAL AND MASSY (NORTH) CREDIT UNION CO-OPERATIVE SOCIETY LIMITED

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED DECEMBER 31, 2016

16 OTHER INCOME

The sum of \$240,009 is made up as follows:-

| | 2016 | 2015 |
|-------------------|-------------------|-------------------|
| Loan Applications | \$ 40,450 | \$ 39,380 |
| Commissions | 184,880 | 167,049 |
| Miscellaneous | 14,679 | 29,440 |
| | <u>\$ 240,009</u> | <u>\$ 235,869</u> |

17 PERSONNEL COSTS

The sum of \$3,064,633 is made up as follows:-

| | 2016 | 2015 |
|--|---------------------|---------------------|
| Salaries and Wages | \$ 2,451,741 | \$ 2,122,791 |
| National Insurance, Health Plan and Other Benefits | 459,759 | 338,507 |
| Retirement - Income Security Plan | 106,926 | 134,570 |
| Training and Development | 46,207 | 47,923 |
| | <u>\$ 3,064,633</u> | <u>\$ 2,643,791</u> |

18 ADMINISTRATIVE EXPENSES

The sum of \$1,833,111 is made up as follows:-

| | 2016 | 2015 |
|-----------------------------|---------------------|---------------------|
| Legal and Professional Fees | \$ 856,040 | \$ 245,997 |
| Audit Fees | 56,250 | (49,300) |
| Printing and Stationery | 85,966 | 142,782 |
| Office Maintenance | 82,209 | 56,204 |
| Information Technology | 74,397 | 132,779 |
| Utilities | 200,420 | 174,677 |
| Janitorial Services | 62,761 | 67,976 |
| Rates and Taxes | - | 2,063 |
| Bad Debts | 181,790 | 136,755 |
| Donations | 12,714 | 33,350 |
| Depreciation | 156,931 | 338,351 |
| Travelling and Courier | 46,430 | 37,849 |
| Other | 17,203 | 10,199 |
| | <u>\$ 1,833,111</u> | <u>\$ 1,329,682</u> |



NEAL AND MASSY (NORTH) CREDIT UNION CO-OPERATIVE SOCIETY LIMITED

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED DECEMBER 31, 2016

19 ESTABLISHMENT EXPENSES

The sum of \$761,688 is made up as follows:-

| | 2016 | 2015 |
|------------------------------------|-------------------|---------------------|
| Annual General Meeting | \$ 167,846 | \$ 279,425 |
| Marketing / Advertising Promotions | 222,320 | 708,156 |
| Special Promotions | (10,022) | - |
| Credit Union League Dues | 49,594 | 49,594 |
| Member Relations | 68,811 | 69,237 |
| Security | 205,727 | 147,026 |
| Strategic Planning | - | 636 |
| Co-operative Activities | 57,412 | 40,287 |
| | <u>\$ 761,688</u> | <u>\$ 1,294,361</u> |

20 OFFICERS' EXPENSE

The sum of \$282,679 is made up as follows:-

| | 2016 | 2015 |
|--------------------------|-------------------|-------------------|
| Honoraria | \$ 157,200 | \$ 154,123 |
| Meetings and Conferences | 125,479 | 378,804 |
| | <u>\$ 282,679</u> | <u>\$ 532,927</u> |

21 EDUCATION FUND

| | 2016 | 2015 |
|-----------------------------------|-------------------|-------------------|
| Opening Balance | \$ 466,529 | \$ 473,039 |
| Less: Education Expenses | (190,489) | (391,768) |
| Transfer from Statement of Income | 376,213 | 385,258 |
| Other Transactions | 17,456 | - |
| Closing Balance | <u>\$ 669,709</u> | <u>\$ 466,529</u> |

The Education Fund is set up in accordance with Bye-Law 19 (a), approved by the Commissioner for Co-operative Development, which requires the Credit Union to set aside at least one percent (1%) of the remaining net surplus, after reserve fund, to the education fund. The amount proposed by the Board is five percent (5%) of the net surplus.



NEAL AND MASSY (NORTH) CREDIT UNION CO-OPERATIVE SOCIETY LIMITED

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED DECEMBER 31, 2016

22 RESERVE FUND

| | 2016 | 2015 |
|-----------------------------------|----------------------|----------------------|
| Opening Balance | \$ 16,363,028 | \$ 15,583,736 |
| Transfer from Statement of Income | 752,426 | 770,517 |
| Entrance Fees | 6,365 | 8,775 |
| Other Transactions | (116,019) | - |
| Closing Balance | <u>\$ 17,005,800</u> | <u>\$ 16,363,028</u> |

The Reserve Fund is set up in accordance with Bye-Law 19 which requires the Credit Union to set aside at least ten percent (10%) of the net surplus to the reserve fund

23 RESTATEMENT AND RECLASSIFICATION

Re-classification to prior year's figures has been made to match and to represent balances in conformity with the current year's reporting.





- **Credit Committee**
- **Supervisory Committee**
- **Education Committee**
- **Nominations Committee**

REPORTS



Neal & Massy (North) Credit Union
Co-operative Society Limited



Report of the Credit Committee



(Left to Right):

Mr. Aaron Wilson (*Officer*), **Ms. Lynette Telesford** (*Secretary*)
Mrs. Denise Alexander (*Officer*), **Ms. Natasha Charles** (*Officer*),
Mr. Keston James (*Chairman*), **Ms. Jaya Samaroo** (*1st Alternate*), **Ms. Onika Logan** (*2nd Alternate*)

Report of the Credit Committee (CONTINUED)

INTRODUCTION

The Credit Committee would like to tender a report of our stewardship for the financial year in highlights 2016/2017.

COMPOSITION OF THE COMMITTEE

At the 63rd Annual General Meeting of the society held on May 14th 2016 the following members were elected to serve for the period:

- Mr. Keston James
- Mrs. Denise Alexander
- Ms. Natasha Charles
- Ms. Lynette Telesford
- Mr. Aaron Wilson
- Ms. Jaya Samaroo (First Alternate)
- Ms. Onika Logan (Second Alternate)

At the inaugural meeting held on May 18th 2016. The following officials were elected to serve as Chairman and Secretary.

- Mr. Keston James - Chairman
- Ms. Lynette Telesford - Secretary

MEETINGS

Thirty-one (31) meetings of the Credit Committee were held (see table below for the attendance record) during the period under review. The Committee was diligent in carrying out its weekly duties of reviewing and approving loan applications made by you the members. Interviews and site visits were conducted in addition to dialogue with staff when required, to obtain the necessary supporting information to assist the Committee in its decisions and minimize the risk to members.

The record of attendance at the Committee's meetings was as follows:

| Name | Meetings | Present | Excused | Absent |
|--------------|----------|---------|---------|--------|
| K. James | 31 | 30 | 1 | 0 |
| D. Alexander | 31 | 30 | 1 | 0 |
| N. Charles | 31 | 30 | 1 | 0 |
| L. Telesford | 31 | 30 | 1 | 0 |
| A. Wilson | 30 | 28 | 2 | 0 |

LOAN PORTFOLIO PERFORMANCE

The uncertainty associated with the sluggish performance of the Trinidad and Tobago economy has caused householders and businesses to review their spending habits. As consequence, fewer loans were requested and granted during fiscal year 2016. Nonetheless, the total value of the loans generated during the period increased by 3.9% to \$44.2 million when compared to the \$42.6 million generated in 2015.

An Analysis of the Loan Grants for the period January 1, 2016 to December 31, 2016 is provided in the table below. The data shows that Housing (\$9.1 million), Vehicle Sales (\$8.3 million) and Mortgages (\$5.2 million) were the three most significant categories of loans granted during 2016.

In a continued effort to grow the loan portfolio through increased efforts in the marketing of the Credit Union's services and products, the Marketing Staff conducted visits to various companies, hosted a road show at the Brian Lara's Promenade in October 2016 and led loan sales promotions.

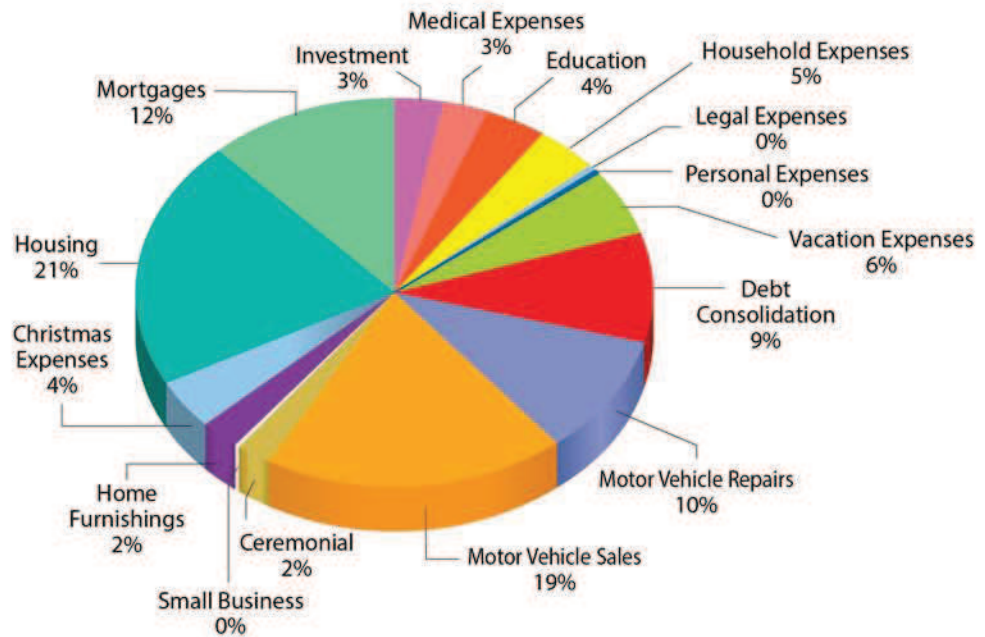
The three (3) most successful loan promotions for the year-ended and their yields were as follows: PAL Special (\$482,589.53); the \$30,000.00 Special Loan (\$2,525,102.75); and the Christmas Special (\$1,786,983.03).

The Committee was privileged to attend continued training sessions as well as the joint strategic meetings that were held between the members of the statutory committees which gave an appreciation of the work and responsibilities of all Committees and, by extension, the staff.

Report of the Credit Committee (CONTINUED)

| LOAN TYPE | No. of Loans | 2015 \$ | No. of Loans | 2016 \$ |
|---------------------------|--------------|-------------------|--------------|-------------------|
| Investment | 56 | 1,764,703 | 48 | 1,416,968 |
| Medical Expenses | 125 | 1,306,875 | 109 | 1,188,935 |
| Education | 221 | 2,466,891 | 200 | 1,729,032 |
| Household | 272 | 2,177,373 | 237 | 1,737,769 |
| Legal | 17 | 197,070 | 18 | 176,502 |
| Personal | 19 | 75,452 | 21 | 156,479 |
| Vacation | 180 | 1,924,967 | 211 | 2,488,325 |
| Debt Consolidation | 141 | 3,223,971 | 180 | 4,060,457 |
| Motor Vehicle Repairs Etc | 274 | 4,221,345 | 254 | 4,460,011 |
| Vehicle Sales IOC | 97 | 9,335,416 | 80 | 8,397,463 |
| Ceremonial | 67 | 780,941 | 51 | 968,480 |
| Small Business | 3 | 96,000 | 2 | 226,850 |
| Home Furnishings | 27 | 616,703 | 58 | 1,024,457 |
| Christmas Shopping | 196 | 1,408,958 | 197 | 1,884,134 |
| Housing | 297 | 9,335,174 | 329 | 9,099,486 |
| Mortgages | 40 | 3,681,348 | 16 | 5,241,450 |
| Totals | 2,032 | 42,613,187 | 2011 | 44,256,798 |

**Loans Granted
By Category (2016)**



CONCLUSION

The Credit Committee would like to thank the members for granting us the opportunity to serve and also encourage you to make our Credit Union your number one financial vehicle. We offer our sincerest appreciation to the General Manager and staff for their continued support. We would also like to thank the previous General Manager Mrs. Gomez Thomas for her assistance during the last financial year as well as the other committees for working together so that our Credit Union will continue to be viable.

**Mr. Keston James
Chairman**



Report of the Supervisory Committee



(Left to Right):
Mr. Shawn Alexander *(Chairman)*, **Ms. Jizelle Glasgow** *(Secretary)*, **Mr. Devon Gayah** *(Officer)*

Report of the Supervisory Committee (CONTINUED)

The Supervisory Committee wishes to thank the membership for granting us the opportunity to serve over the past year. We as a team remain committed to our responsibilities and have worked toward fulfilling our mandate in a professional and respectful manner.

A brief review of the period 2016 - 2017 is as follows:

Committee composition

- Shawn Alexander - *Chairman*
- Jizelle Glasgow - *Secretary*
- Devon Gayah - *Officer*

The Committee is pleased to report that Neal and Massy (North) Credit Union Co-operative Society performs its functions and operations in line with the stipulations of the Bye-Laws of the Credit Union. It maintains proper accounting records, controls and procedures. Based on our review and audits, we are pleased to announce that the members' assets are secure.

CHARTER OF THE COMMITTEE

The mandate of the Supervisory Committee is-

That the decisions and duties of the board, other committees and staff members are carried out effectively and efficiently and in accordance with the Bye-Laws of the Credit Union and the Co-operative Society's Act and Regulations.

Meeting and Audit

| Name | Meetings | Present | Excused | Absent |
|-----------------|----------|---------|---------|--------|
| Shawn Alexander | 11 | 10 | 01 | 0 |
| Jizelle Glasgow | 11 | 09 | 02 | 0 |
| Devon Gayah | 11 | 09 | 02 | 0 |

Additionally in our formal meetings, the members of the Supervisory Committee also visited the Credit Union's office on several occasions to perform onsite audit exercises. Meetings were also held with the Credit Union's General Manager, and other Staff members to review and follow up on the audits' findings.

Scope of Work

Professional Development

The committee attended the following developmental programs which assisted us in discharging our obligations:

- *How to conduct Audits and roles and responsibilities of officers - hosted by the Credit Union League.*
- *Development training hosted by CARIB DE.*
- *Audit for the Supervisory Committee - Hosted by the Credit Union League.*
- *FIU - Money Laundering Terrorist Financing.*

Corporate Governance

Members of the Supervisory Committee attended meetings of the Board of Directors and the Credit Committee to observe proceedings and to ensure that the meetings were conducted in accordance with the Credit Union's Bye-Laws.

The Supervisory Committee is pleased to announce that the functions of both the Board of Directors and Credit Committee are being executed in a professional and effective manner.

Financial Review

In accordance with the Bye-Laws, the monthly financial statements were reviewed and attested to by the Supervisory Committee. All comments and recommendations made by the External Auditors on the management letter were reviewed and follow up sessions were held with the Credit Union's General Manager.

Cash Verification

Impromptu checks were conducted to verify tellers' cash along with the petty cash. All checks revealed that tight controls were maintained at all times which resulted in an error free operation.

Inspection of Members' Account and Members' File

A sample review was conducted on the members' files with the aim of ensuring the hardcopy files were being maintained in a manner that is consistent with the stipulated policies and guidelines. Board Members, Credit

Report of the Supervisory Committee (CONTINUED)

Committee and Supervisory Committee members' files were examined to ensure compliance with the Credit Union's Bye-Laws

Financial Intelligence Unit Audit

Checks revealed that protocol is being followed on a monthly basis based on the requirements of this regulatory body.

Loans and Delinquency

The loan approval process was found to be consistent with the Credit Union's policies and guidelines.

Recommendations were made with respect to the presentation and content of the delinquency report and are currently being addressed by the Credit Union's Manager.

Financial Impropriety

It was brought to the attention of the Supervisory Committee, that there was an incident of fraudulent activity at the Credit Union. The appropriate action was taken to mitigate against further occurrences and an investigation was undertaken into the incident. Upon receipt of the final report, action was taken to ensure that there will be no further recurrence of this nature in the future.

Recommendations

While the Neal and Massy (North) Credit Union continues to grow and exceed expectations in this challenging economic climate, the Supervisory Committee is of the opinion that technology should be utilized to capture and

deliver the needs of its member in an effort to stay abreast in the financial market and ensure that the membership is up-to-date with the Credit Union's activities.

Another core co-operative principle is that of 'on-going education'. It is our responsibility to educate our internal and external members and this should be done more actively. We are of the belief this can be a great asset in our co-operative to increase growth and membership.

Conclusions

As members representatives, we sincerely appreciate the support extended to us by the management and staff of the Neal and Massy (North) Credit Union Co-operative Society. We wish to record our warmest thanks to the Manager, Board of Directors, Credit Committee members and Staff of the Neal and Massy (North) Credit Union Co-operative Society for all courtesies extended to us and for their commitment and dedication throughout the years.

Our sincerest appreciation to the general membership for giving us the privilege to serve on this important committee and to encourage other members with the requisite skills and good standing, to offer themselves for elections with the aim of ensuring professional and effective management of our collective investments.

Respectfully,



Shawn Alexander
Chairman



Report of the Education Committee



Left: Mr. Christopher Auguste (Chairman 2017) • Right: Mr. Larry Olton (Chairman 2015-2016)

Report of the Education Committee (CONTINUED)

A distinguishing feature of the Credit Union Movement which sets us apart from others in the Financial Services sector, is our commitment to the holistic development of our members. This is accomplished through the provision of a wide range of training and development opportunities, in areas such as personal growth and development, financial planning and management, money management, entrepreneurship and health, to name a few. Over the years, Neal and Massy (North) Credit Union has indeed excelled in this area.

The Education Committee was chaired by Mr. Larry Olton and ably supported by the hard working staff of the organization. We take this opportunity to thank Mr. Olton for his excellent contributions in furtherance of the goals of this important committee.

Hereunder are some of the activities and achievements of the Education Committee in 2016.

Volunteer Development Program

Given the critical importance of volunteerism to the co-operative movement, time and effort was invested to ensure that prospective and newly elected officers to statutory committees were thoroughly inducted and oriented into the unique culture of Credit Union movement. The programme was hosted on Saturday 13th February, 2016 at Agri-Cola Credit Union.

Art and Public Speaking Skills Camp

The Art and Public Speaking Camps were conducted at our offices on Borde Street during the period August 10th - 12th. Thirteen persons attended the camp and we feel confident that the experience gained and knowledge imparted will serve them well. The art segment was facilitated by Mrs. Kessa Seale - Graphic Artist and our public speaking skills segment was facilitated by Ms. Dedra Cox - Senior Presentation Coach, Dynamic Communication and Presentation Services.

A Vacation Camp was also facilitated by Catherine Gordon's Institute of Finishing elements during the August Vacation period. The camp was once again held at our Borde Street office during the period July 2016 to August 2016.

The following training courses were offered by age categories:

- 07 -14 years - Manners Maketh Me
- 15 -19 years - Designed For Greatness
- 16 - 28 years - From Classroom to Boardroom

Again, we should not underestimate the impact of programs such as these on the young and developing minds and in preparing participants to be the leaders of tomorrow.

The Education Awards

This event was held on Thursday 6th October, 2016 at the Agri-Cola Credit Union. Awardees were divided among three categories:

- Secondary Entrance Assessment (S.E.A)
- Advanced Level
- Tertiary Level

Our S.E.A awards were granted to seventeen (17) of our young members:-

- Akira Dowell
- Danielle Thomas
- Johann Matamoro
- Shenice De Silva-Walcott
- Amrit Deosaran
- Jaidan John-Henry
- Naja Harris
- Techelle Smith
- Anansaran Jack
- Jamalie Peters
- Nicholas Ince
- Tylene Young
- Chelsea Alleyne
- Jaquim Angelo
- Ryan Sinanan
- Zara Patrick

A Special Achievement Award was given to Ms. Liselle Davidson who despite her challenges demonstrated grit and perseverance to achieve at the SEA examinations.

At the Advanced Level there were four (4) awardees:-

- Anthony Toussaint
- Karissa Kowlessar
- Rajiv Seenath
- Shannah Batson

Five (5) individuals were recognized and awarded at the Tertiary Level:

- Azaria Antonia Rickson
- Carisa St. Bernard
- Dakiah Charles
- Godwyn Adreon Small
- Tsian De Silva Brooks

Report of the Education Committee (CONTINUED)

We continue to encourage our youth to strive for excellence at all levels and are keenly aware that they are the future of our Credit Union.

The Health Fair and Membership Drive

The Credit Union successfully hosted its first Health Fair on Monday 10th October, 2016 on the Brian Lara Promenade Port-of-Spain. It served not only to raise awareness on health issues but to showcase and promote our Credit Union's brand and offerings.

Two hundred and thirty (230) application forms were received from persons interested in joining the organization during the course of the event. Sixty-four (64) of these have been approved for membership to-date.

Coin Day

As a means of encouraging savings and thrift, our Credit Union's Annual Coin Day was held Friday 14th October, 2016. We are pleased to announce the results as follows:

CATERGORIES:

0 to 13 years

- 1st Place Winner - Jenai Moore
- 2nd Place Winner - Larmani Lewis
- 3rd Place Winner - Jeremiah Stewart

14 to 25 years

- 1st Place Winner - Christy Romany
- 2nd Place Winner - Justin Guppy
- 3rd Place Winner - Malcolm Beddoe

We continue to be proud of all our coin day savers and look forward to their continued efforts in the next year.

"Credit Union Opening"

October 2016 was designated Credit Union Month under the theme "The Authentic Difference" and there was a gathering of the leadership and membership of Credit Unions from across the country at the Coronation Park, Egypt Road, Point Fortin on October 16th, 2016 (Credit Union Day Opening Ceremony) which was well attended by the members of the Board of Directors and our fellow cooperators.

Members' Appreciation Day

As part of our annual tradition, one hundred and eighty (180) members who visited our office on Thursday 20th October, 2016 were treated with assorted snack plates to their delight. The Staff were delighted to interact with the membership in this more relaxed and informal setting and would like to encourage all members to attend on Membership Appreciation Day 2017.

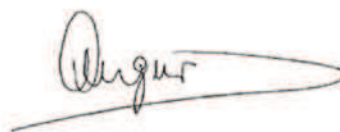
Children's Christmas Party

Due to a growth in demand this year, our Children's Christmas Party was held at a significantly larger venue - the Kosmos Club on New Street, Port of Spain on Saturday 10th December, 2016. Well over one hundred children attended the function and were treated to games, bouncy castles, face painting, gifts and were greeted by Jolly Old St. Nick which sealed an evening of fun and entertainment for our young ones.

Yard Lime

Our first yard lime was held on Friday 5th February, 2016 and was well attended by over eighty persons drawn from amongst our membership and the companies neighboring our Credit Union who came out to enjoy the Codrington Pan Family, our on the spot skit by our then General Manager - Mrs. Manuelita Gomez Thomas. The musical entertainment was at its best and patrons grooved to the melodic sounds of DJ/Member Mr. Damion Gonzales and enjoyed sumptuous finger food and assorted drinks.

We look forward to establishing our Yard Lime as an annual staple to be enjoyed by all our members and well-wishers. Perhaps, in keeping with the trends observed for the Children's Christmas Party, and given the strength and growth in our membership, we will, in the near future, be engaged in seeking a larger venue to host this event.



Christopher Auguste
Chairman
Education Committee

Report of the Nomination Committee

In accordance with Bye-Law 33 (a) the Nomination Committee of the Neal and Massy (North) Credit Union now submits its report.

The Committee has been at all times mindful of its critical role in ensuring that nominees meet the basic knowledge and skills requirements for eligibility to serve on the Board of Directors and other Statutory Committees. Significant focus has been placed on the requirement to provide candidates who possess attitudinal and personal characteristics that facilitate their efficient functioning.

The members of the 2017 Nomination Committee were as follows:

- Mrs. Lynne Conyette-Gairy - Chairperson
- Ms. Allison Purcell
- Mr. Fitzroy Regis

Forms nominating the twenty-three (23) persons to the Board and Committees were received. All nomination forms received were reviewed by the Supervisory Committee and nominees were screened by the Credit Union under the fit and proper criteria as identified by the Central Bank. Their financial status was checked for irregularity or delinquency, including TransUnion reports.

We are pleased to report that the nominees listed are in full compliance and are in good standing. The Committee has conducted face to face interviews with all first time nominees who are seeking to serve on the Board and Committees and training appropriate to their functions has been provided. During the course of interactions, nominees were made aware of the nature of functions and responsibilities under the area they seek to serve and were given an opportunity to seek clarity on any concerns or gaps in their understanding of the roles and responsibilities.

The Nomination Committee is pleased to recommend the following nominees for consideration by the membership

at the Annual General Meeting 2017:

Nominees for the Board of Directors:

1. Mr. Edward King
2. Mr. Richard Thomas
3. Mr. Sherland Emmons
4. Mr. Shawn Alexander
5. Mr. Keston James
6. Mr. Christopher Auguste
7. Ms. Risa Raghunanan
8. Mr. Dexter Blackman
9. Mr. Devon Gayah
10. Ms. Lynette Telesford

Nominees for the Credit Committee

1. Mrs. Denise Alexander
2. Ms. Natasha Charles
3. Mrs. Jaya Samaroo-Suraj
4. Ms. Onika Logan
5. Mr. Nizamudin Mohammed
6. Mr. Aaron Wilson

Nominees for the Supervisory Committee

1. Ms. Ayana Ferdinand
2. Ms. Nadean Mercer
3. Mr. Godfrey Peters
4. Ms. Lassivanica Inniss
5. Mr. Jefferson Smith
6. Ms. Marilyn Smith



Lynne Conyette-Gairy
Chairman

Nominations Committee

2017 Board Of Directors Nominees



SHAWN ALEXANDER

COMPANY/LOCATION:
OCCUPATION:
EDUCATIONAL BACKGROUND:
CREDIT UNION & OTHER ACTIVITIES:
NOMINATED BY:
SECONDED BY:

Ferreira Optical
Customer Service Rep.
Secondary and Professional Courses
Credit Committee and Supervisory Committee
Onika Logan
Natasha Charles



CHRISTOPHER AUGUSTE

COMPANY/LOCATION:
OCCUPATION:
EDUCATIONAL BACKGROUND:
CREDIT UNION & OTHER ACTIVITIES:

Massy Gas Products
Human Resource Manager
RMN, BSC Social Work, Post Graduate HRM
Board of Director (NMNCU), Chairman HR Committee,
Executive Committee Member, Vice President and
Chairman of the Education Committee
Avril De Silva
Nizamudin Mohammed

NOMINATED BY:
SECONDED BY:



LYNETTE TELESFORD

COMPANY/LOCATION:
OCCUPATION:
EDUCATIONAL BACKGROUND:
CREDIT UNION & OTHER ACTIVITIES:
NOMINATED BY:
SECONDED BY:

Massy Technologies Info Com - Curepe
Technical Service Representative
Secondary, Tertiary
Credit Committee and Supervisory Committee
Keston James
Denise Alexander



KESTON JAMES

COMPANY/LOCATION:
OCCUPATION:
EDUCATIONAL BACKGROUND:
CREDIT UNION & OTHER ACTIVITIES:
NOMINATED BY:
SECONDED BY:

Aegis Business Solutions
Payroll Administrator 2
Spanish for Business, Pursuing BA in Business Management
Credit Committee and Supervisory Committee
Denise Alexander
Lynette Telesford



DEXTER BLACKMAN

COMPANY/LOCATION:
OCCUPATION:
EDUCATIONAL BACKGROUND:
CREDIT UNION & OTHER ACTIVITIES:
NOMINATED BY:
SECONDED BY:

Massy Technologies InfoCom - Tragarete Road
Manager
M.Eng in Mechatronics & Manufacturing Systems
-
Vasais Ramsumair
Anil Bhagwatsaran

2017 Board Of Directors Nominees (CONTINUED)



EDWARD KING

COMPANY/LOCATION:
OCCUPATION:
EDUCATIONAL BACKGROUND:
CREDIT UNION & OTHER ACTIVITIES:

-
Pensioner
Post Primary, Cipriani Labour College
Board, Credit and Supervisory Committee (NMNCU)
Director & V.P. NWRC - President for 27 yrs.
Sean Byer
Reynold York

NOMINATED BY:
SECONDED BY:



SHERLAND EMMONS

COMPANY/LOCATION:
OCCUPATION:
EDUCATIONAL BACKGROUND:
CREDIT UNION & OTHER ACTIVITIES:
NOMINATED BY:
SECONDED BY:

Amalgamated Security Services Limited
Supervisor
Tertiary Level
Board of Director, Credit Committee , CaribDE
Godfrey Peters
Candace Seow



RISA RAGHUNANAN

COMPANY/LOCATION:
OCCUPATION:
EDUCATIONAL BACKGROUND:
CREDIT UNION & OTHER ACTIVITIES:

Self-employed
Entrepreneur
8 CXC subjects, ACCA Level II
Director, CaribDE, Supervisory Committee NWRC -
Business Owner, Assistant Public Relations Officer (TT
Rally Assoc.)
Stephen Thomas
George C. Roberts

NOMINATED BY:
SECONDED BY:



RICHARD THOMAS

COMPANY/LOCATION:
OCCUPATION:
EDUCATIONAL BACKGROUND:
CREDIT UNION & OTHER ACTIVITIES:

-
Retiree
Cert. in Mech. Engineering, Cert. in Production Management,
CaribDE, Cert. FA
President and Vice President (NMNCU).
Director Rotary Club POS
Kathleen Lewis-Garcia
Jennylyn Bailey

NOMINATED BY:
SECONDED BY:



DEVON GAYAH

COMPANY/LOCATION:
OCCUPATION:
EDUCATIONAL BACKGROUND:
CREDIT UNION & OTHER ACTIVITIES:
NOMINATED BY:
SECONDED BY:

Massy Gas Products
Assistant Accountant
Tertiary Education - pursuing ACCA
CaribDE, Supervisory Committee
Christopher Auguste
Nizamudin Mohammed

2017 Credit Committee Nominees



DENISE ALEXANDER

COMPANY/LOCATION:
OCCUPATION:
EDUCATIONAL BACKGROUND:
CREDIT UNION & OTHER ACTIVITIES:
NOMINATED BY:
SECONDED BY:

Retiree
-
Secondary, Technical
Credit Committee
Keston James
Lynette Telesford



AARON WILSON

COMPANY/LOCATION:
OCCUPATION:
EDUCATIONAL BACKGROUND:
CREDIT UNION & OTHER ACTIVITIES:
NOMINATED BY:
SECONDED BY:

Massy Machinery Limited
Instore Sales Clerk
BA Business Administration
Credit Committee
Keston James
Denise Alexander



NATASHA CHARLES

COMPANY/LOCATION:
OCCUPATION:
EDUCATIONAL BACKGROUND:
CREDIT UNION & OTHER ACTIVITIES:
NOMINATED BY:
SECONDED BY:

Ferreira Optical
Customer Service Representative
Secondary
Credit Committee
Lynette Telesford
Denise Alexander



JAYA SAMAROO-SURAJ

COMPANY/LOCATION:
OCCUPATION:
EDUCATIONAL BACKGROUND:
CREDIT UNION & OTHER ACTIVITIES:
NOMINATED BY:
SECONDED BY:

Massy Technologies Info Com
HSE Technician
Supervisory Management, Real Estate Management, Project
Management, Human Resource Management, HSE etc.
1st Alternate Credit Committee, Motorcyclist, Wake-boarding, water sports
Natasha Blackman
Shelly-Ann Wint



ONIKA LOGAN

COMPANY/LOCATION:
OCCUPATION:
EDUCATIONAL BACKGROUND:
CREDIT UNION & OTHER ACTIVITIES:
NOMINATED BY:
SECONDED BY:

Health Food Specialist
Merchandiser
Secondary
-
Shawn Alexander
Joy Caruth-Alexander



NIZAMUDIN MOHAMMED

COMPANY/LOCATION:
OCCUPATION:
EDUCATIONAL BACKGROUND:
CREDIT UNION & OTHER ACTIVITIES:
NOMINATED BY:
SECONDED BY:

Massy Technologies Info Com
Application Support Analyst
Secondary
Board of Directors, Past Credit Committee Chairman,
Football and Cricket
Curtis Lee Poy
Kathleen Lewis-Garcia

2017 Supervisory Committee Nominees



GODFREY PETERS

COMPANY/LOCATION:
OCCUPATION:
EDUCATIONAL BACKGROUND:
CREDIT UNION & OTHER ACTIVITIES:
NOMINATED BY:
SECONDED BY:

Massy Technologies Info Com
Team Leader
BSC in Computer Science
NMNCU - Served on the Credit and Supervisory Committee
Nizamudin Mohammed
Reynold York



LASSIVANICA INNIS

COMPANY/LOCATION:
OCCUPATION:
EDUCATIONAL BACKGROUND:
CREDIT UNION & OTHER ACTIVITIES:
NOMINATED BY:
SECONDED BY:

Government Human Resource Services Company Limited
Accounting Assistant
ACCA Level II BSC. Special in Accounting
Member of REACH Foundation for Social Development - (NGO)
Marsha Ali
Darren Madeira



JEFFERSON SMITH

COMPANY/LOCATION:
OCCUPATION:
EDUCATIONAL BACKGROUND:
CREDIT UNION & OTHER ACTIVITIES:
NOMINATED BY:
SECONDED BY:

Massy Motors Technologies Info Com
Engineering Assistant
Secondary
Massy Technologies Events Committee & Family Club Committee
Raymond Lewis
Lynette Telesford



AYANA FERDINAND

COMPANY/LOCATION:
OCCUPATION:
EDUCATIONAL BACKGROUND:
CREDIT UNION & OTHER ACTIVITIES:
NOMINATED BY:
SECONDED BY:

Massy United Insurance
HSE Technician
Master's Degree Human Resource Management
Dip. Human Resource Management, Project Management
Mountain Biking and Gym
Lauren Saba
Elizabeth Tardieu



NADEAN MERCER

COMPANY/LOCATION:
OCCUPATION:
EDUCATIONAL BACKGROUND:
CREDIT UNION & OTHER ACTIVITIES:
NOMINATED BY:
SECONDED BY:

Ferreira Optical Limited
Customer Service Representative
Secondary and Tertiary
-
Shawn Alexander
Kay Ann Browne

MARILYN SMITH

COMPANY/LOCATION:
OCCUPATION:
EDUCATIONAL BACKGROUND:
CREDIT UNION & OTHER ACTIVITIES:
NOMINATED BY:
SECONDED BY:

Massy Motors Limited
Operations Officer
Tertiary Education Business Management Studies,
Dip. Human Resource Management, Project Management
NMNCU - Served on Education Committee
TTPS - St. Joseph Station Council Assistant Secretary
Kathleen Poyer
Jane Rodriguez

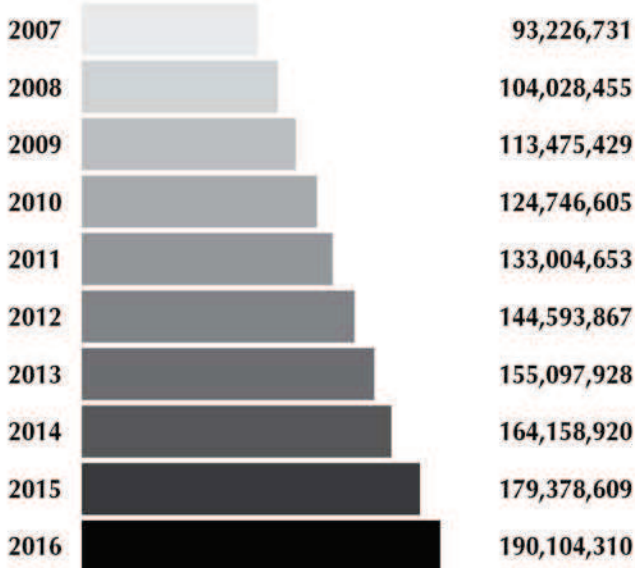
Liaison Officers

2017 - 2018

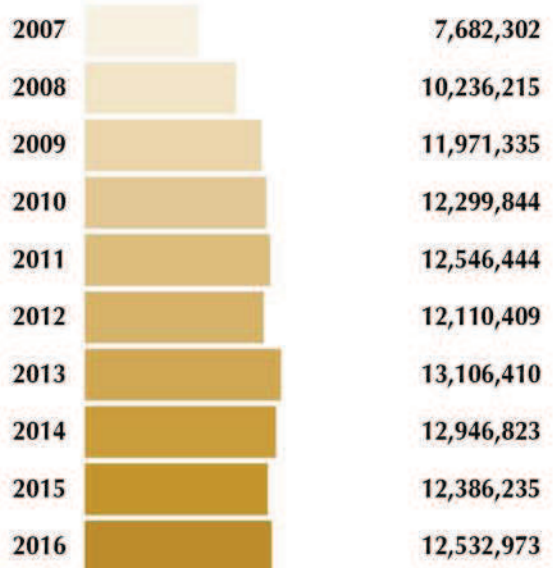
| | | |
|--------------------------------------|---|-----------------------|
| Air Liquide | - | KAMIE JAGDEO |
| Electrical Industries Limited | - | WENDY REYES |
| G4S Securicor (North) | - | ANGELA MATAS |
| G4S Securicor | - | WAYNE JOSEPH |
| G4S Securicor (South) | - | LOIS MASON |
| Guardian General | - | CHERI-ANN TAM |
| Massy CAT Massy Machinery | - | MARIE AUDAIN |
| Massy CAT Massy Machinery | - | KATHLEEN LEWIS-GARCIA |
| Massy Distribution | - | JUDY APPLEWHITE |
| Massy Distribution | - | EDWARD BLACKMAN |
| Massy Gas Products | - | CHRISTOPHER AUGUSTE |
| Massy Holdings | - | MARSHA ALI |
| Massy Motors - Automotive Components | - | JEWEL LEIGERTWOOD |
| Massy Motors - Automotive Components | - | COREY HILLAIRE |
| Massy Motors (Morvant) | - | MELISSA CALLENDER |
| Massy Motors (Morvant) | - | THALIA BERNARD |
| Massy Motors (South) | - | GILIAN POLO |
| Massy Motors - South | - | RHONDA DILLON |
| Massy Motors - Tobago | - | WINSTON TRIM |
| Massy Motors/Quickservice | - | TRISTA SAMMY |
| Massy PRES-T-CON | - | THOMAS ADOLPHE |
| Massy Stores | - | DEBBIE-LYN MOORE |
| Massy Stores | - | JULIA VILLAROEI |
| Massy Technologies (Tragarete Road) | - | NATASHA BLACKMAN |
| Massy Technologies (Scarborough) | - | TERRY-JO CASSIM-GRUNY |
| Massy Technologies (Tragarete Road) | - | RAYMOND LEWIS |
| Massy Technologies (Curepe) | - | LYNETTE TELESFORD |
| Massy Technologies (Tragarete Road) | - | REYNOLD YORK |
| MDC-UM | - | GAIL TAITT |
| Massy Wood Group | - | LORRAINE DAVID |
| Massy Wood Group | - | DARREN LENNARD |
| Massy Wood Group | - | SHANNON PLACIDE |
| Pensioner | - | DENISE ALEXANDER |
| Pensioner | - | EDWARD KING |
| Pensioner | - | GEORGE ROBERTS |
| Pensioner | - | ROBERT WILLIMAS |
| Risk Management Services Limited | - | SEAN BYER |

Ten Year Review

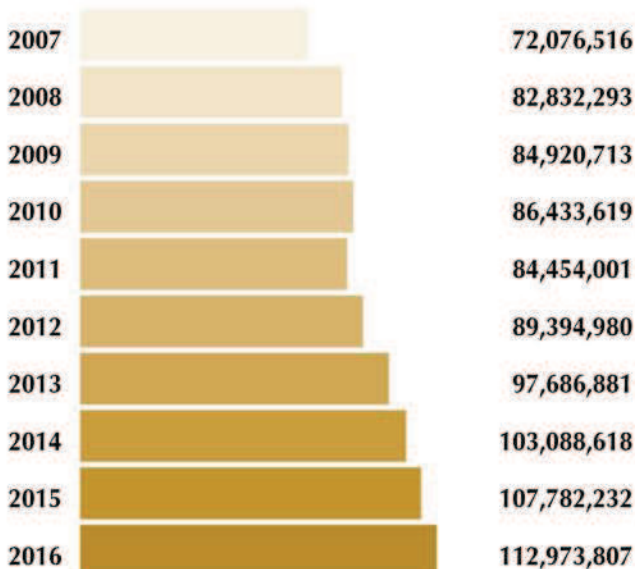
SHARES



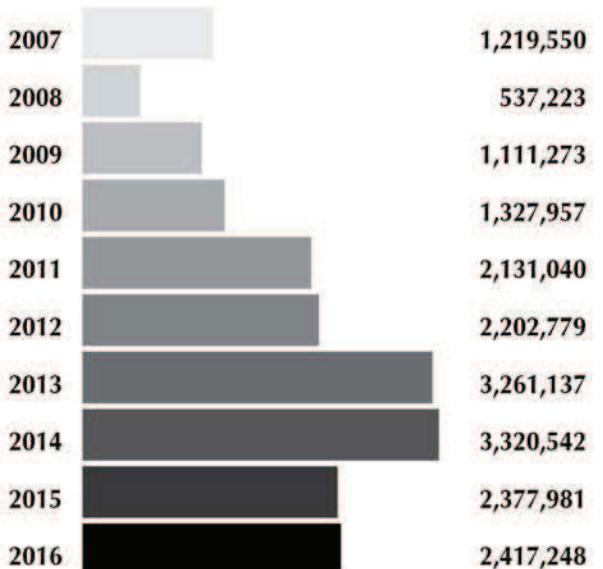
INTEREST (ON MEMBERS' LOANS)



MEMBERS' LOANS

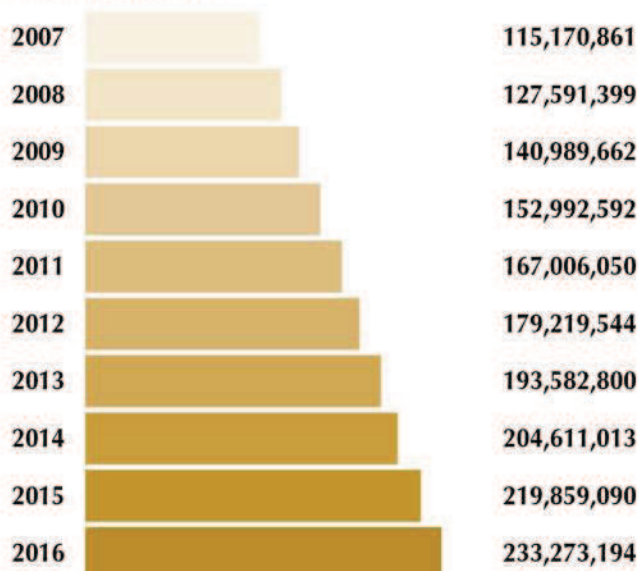


INVESTMENT INCOME

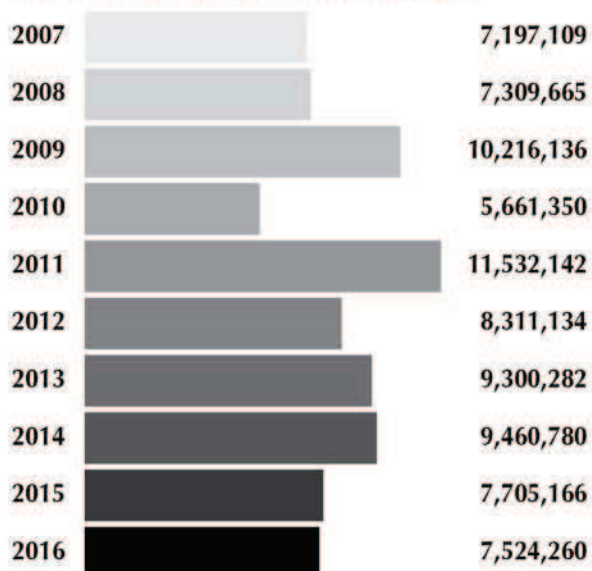


Ten Year Review (CONTINUED)

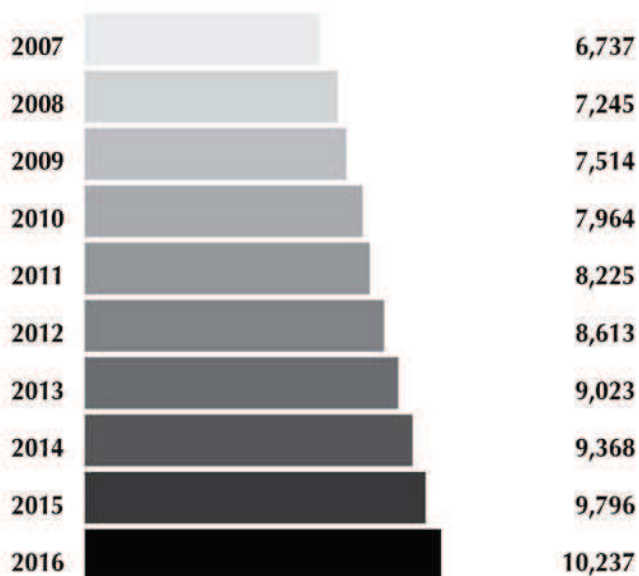
TOTAL ASSETS



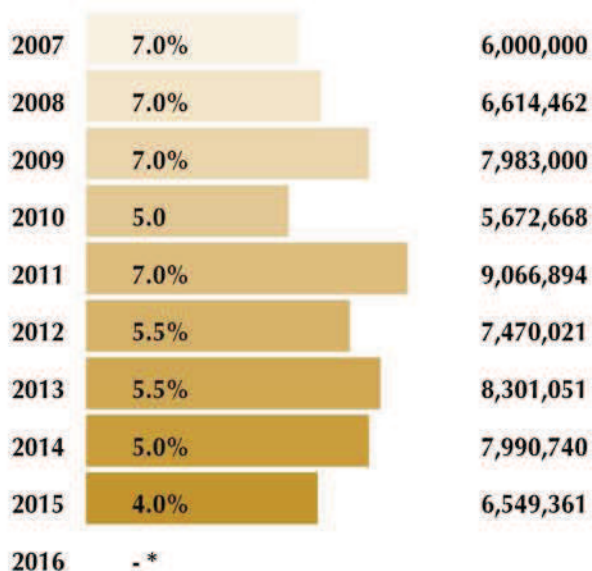
SURPLUS (OF INCOME MINUS EXPENDITURE)



MEMBERSHIP



DIVIDEND AMOUNT PAID



* to be approved at the AGM





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*Conditions apply



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convenient, reliable and easy to use



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convenient, reliable and easy to use

Locations are:

| | | |
|---|--|----------|
| Massy Stores | Ridgewood | 667-3947 |
| Massy Stores | Trinity Super Centre | 609-2020 |
| Massy Stores | Glencoe | 633-0101 |
| Massy Stores | Diego Martin | 637-9769 |
| Massy Stores | Gulf View | 609-2010 |
| Massy Stores | Maraval | 622-6752 |
| Massy Stores | St. Augustine | 662-4836 |
| Massy Stores | West Moorings | 633-6372 |
| Massy Stores | Marabella | 658-0288 |
| Massy Stores | St. Anns | 621-5300 |
| Massy Stores | El Dorado | 662-5741 |
| GGR Enterprises | #29 Adventure Rd. Pt. Fortin | 648-0423 |
| Auto Masters Ltd. | LP #914, EMR, Sangre Grande | 668-4484 |
| AVT General Services Ltd. | Dutchfort Rd. Scarborough, Tobago | 660-1288 |
| Charran Book Service Ltd. | Gr. Fl Mt. Hope Medical Complex | 221-2810 |
| Mobile Max | #72 Aranguez Main Rd., Aranguez | 674-3535 |
| Money Gram | Uptown Mall, Edward St., POS. | 625-3683 |
| Moonan's Paint & Supplies | High St., Rio Claro | 644-3270 |
| Ramkoon Pharmacy | Mayaro Junction, Mayaro | 630-3784 |
| Bhagan's Drugs | Trinity Mall | 640-8710 |
| Unique Furniture & Appliances Stores Ltd. | Trinity Mall | 655-7084 |
| Secure Mobile | | |
| Fotocraft | Balmain, Couva | 633-2726 |
| Auto Masters | Lower EMR, Sangre Grande | 636-2349 |
| Unique | Chaguanas | 668-6427 |
| Digiwireless Independence Sq. | Couva | 665-5982 |
| Digiwireless Chaguanas | 66 Independence Square | 295-6900 |
| Digiwireless Siparia | Corner St. Ives Street & Main Rd., Chaguanas | 292-7777 |
| Digiwireless Marabella | 62 High Street, Siparia | 356-3639 |
| Digiwireless San Fernando | Marabella House | 305-5555 |
| Digiwireless Princes Town | #14 Point a Pierre Road, San Fernando | 342-7474 |
| Digiwireless Couva | Rainbow Mall, High St. Princes Town | 362-0076 |
| Digiwireless Mayaro | 157 Southern Maoin Road, Couva | 385-5575 |
| Digiwireless Dabe | 4 Guayaguayare Road, Mayaro | 382-9423 |
| Digiwireless Trinity | 130 S.S. Erin Road, Dabe | 323-2424 |
| | 1 Tissue Drive, Trinity Industrial Estate | 389-2120 |

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Sign up today for a Massy Internet and TV bundle from as low as \$450/mth.

SIGN UP NOW FOR **CatchUP TV REWIND**
UP TO **3 DAYS OF LIVE TV!**

| Double Play Bundles | Surf Speed | | Watch Details | | | Total CHANNELS | Monthly Price (w/ tax) | Disc. Price | |
|--|------------|---------|---------------|----|--------|----------------|------------------------|-------------|-------|
| | Download | Upload | SD | HD | VID/CH | | | | MUSIC |
| SURF MORE / WATCH MORE 1 SetTop box included | 25 MBPS | 15 MBPS | 53 | 50 | 103 | 25 | 128 | \$500 | \$450 |
| SURF MORE / WATCH A LOT 1 PVR included | 25 MBPS | 15 MBPS | 73 | 60 | 133 | 25 | 158 | \$600 | \$550 |
| SURF MORE / WATCH A LOT MORE 1 PVR included | 25 MBPS | 15 MBPS | 81 | 74 | 155 | 25 | 180 | \$700 | \$650 |
| SURF MORE / WATCH IT ALL 1 PVR included | 25 MBPS | 15 MBPS | 83 | 89 | 172 | 25 | 197 | \$850 | \$800 |

*Discounted Price applicable for one year

| Consumer Internet | Download Speed (Mbps) | Upload Speed (Mbps) | Price |
|------------------------|-----------------------|---------------------|-------|
| SURF A LITTLE | 15 | 7.5 | \$175 |
| SURF SOME MORE | 25 | 15 | \$200 |
| SURF A LOT | 50 | 25 | \$300 |
| SURF A LOT MORE | 100 | 50 | \$550 |
| SURF IT ALL | 250 | 125 | \$700 |

| TV Package | # SD Channels | # HD Channels | Total Vid/Ch | # Music Channels | Total Channels | Price |
|--|---------------|---------------|--------------|------------------|----------------|-------|
| WATCH MORE 1 SetTop box included | 53 | 50 | 103 | 25 | 128 | \$350 |
| WATCH A LOT 1 PVR included | 73 | 60 | 133 | 25 | 158 | \$450 |
| WATCH A LOT MORE 1 PVR included | 81 | 74 | 155 | 25 | 180 | \$550 |
| WATCH IT ALL 1 PVR included | 83 | 89 | 172 | 25 | 197 | \$700 |

| Add On Packages | # SD Channels | # HD Channels | Total Channels | Price |
|----------------------------|---------------|---------------|----------------|-------|
| MAXPAK | 0 | 2 | 2 | \$30 |
| HBO & MAX COMBO | 0 | 7 | 7 | \$90 |
| HBO | 0 | 4 | 4 | \$75 |
| MAX | 0 | 3 | 3 | \$45 |
| FOX MOVIES | 2 | 5 | 7 | \$75 |
| WATCH ADULT | 4 | 0 | 4 | \$120 |
| PREMIUM SPORTS | 0 | 3 | 3 | \$60 |

Watch More Customers pay an additional \$30/month for the Catch Up TV feature
Visit our website at www.switchtomassy.com

Contact your sales executive below to schedule your free standard installation.

NEW



**GTX ULTRACLEAN
KEEPS YOUR
ENGINE 50%
CLEANER***

VISIT YOUR LOCAL DEALER TODAY!



*Versus the limits of the API SN VG sequence test.

Dramatization of the appearance of the sequence VG test sludge appearance for Ultraclean GTX (left) versus an API SN oil that passes the test (right).

IT'S MORE THAN JUST OIL. IT'S LIQUID ENGINEERING.™

Castrol
GTX
ULTRACLEAN



Neal & Massy Credit Union Co-operative Society Limited

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For more information contact:
Mr. Rondell Ross Tel: 327-6690
Mrs. Christal Ledger-Moore ext 192
Ms. Joy Garcia ext 193
Mrs. Lata Mangroo ext 194
Ms. Cynthia Kennedy ext 195

Explore Your World

Get Your Dream Home

Apply for a Mortgage Loan Today
With Low Interest Rates*

MORTGAGE LOAN REQUIREMENTS

Applicants must provide:

- A WASA Clearance Certificate
- Picture ID
- Downpayment of 10% on principal
- Copy of Deed / RPO Certificate of Title
- Copy of Receipts for Rates and Taxes
- Valuation Report
- Letter of Sale from Vendor
- Builders Estimate - showing phases*
- Approved Plans*
- Quantity Surveyors Report*
- Insurance Coverage
- Salary Letter or Salary Slip

SUBJECT TO OUR LENDING CRITERIA
**Special Conditions Apply*

Achieve Your Education Goals

Finance your Dream Wedding

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Email: admin@nmncu.coop OR member.services@nmncu.coop • Website: www.nmncu.coop





Secondary Entrance Assessment Application Form

1. MEMBER'S NAME: _____
2. ADDRESS: HOME: _____
POSTAL: _____
3. TELEPHONE NO: _____
4. DATE OF BIRTH: _____
(Please submit copy of Birth Certificate)
5. ACCOUNT NO: _____
6. SCHOOL ATTENDED: _____
7. EXAMINATION #: _____
(Please submit copy of SEA slip)
8. PARENTS/GUARDIAN INFORMATION:
 - i) MOTHER'S NAME: _____
FATHER'S NAME: _____
 - ii) COMPANY/DEPT: _____
 - iii) LOCATION: _____
 - iv) TELEPHONE: Home # _____ Work # _____ Cell # _____
 - v) EMAIL: _____

CERTIFICATION

I _____ hereby certify that the information contained in this application is true and correct.

Dated this _____ day of _____ 2017.

APPLICANT'S SIGNATURE

PARENT'S SIGNATURE

Secondary Entrance Assessment Grant

RULES

1. Applications must be completed in full and certified by the Member who must have held membership for at least six months prior to **March 31st 2017**.
2. INCOMPLETE AND LATE applications will not be considered.
3. Applicants must neither be delinquent nor inactive as at **30th April 2017**.
4. All applications must be submitted in sealed envelopes clearly marked

"NEAL & MASSY (NORTH) CREDIT UNION SECONDARY ENTRANCE ASSESSMENT BOOK AWARD"

and addressed to:-

**The General Manager,
Neal & Massy (North) Credit Union,
#24 Borde Street,
Port-of-Spain**

to reach no later than **4:30 p.m. on July 7th 2017** at the Credit Union's Office.

5. Selection for the award will be based on SEA results and will be made by a Special Committee in strictest confidence and in collaboration with the Ministry of Education.
6. Only students, who have accepted the placement by the Ministry, will be eligible for the award.
7. **THE DECISION OF THE BOARD OF DIRECTORS IS FINAL.**

This program is subject to annual review.

MEMBER SERVICES

REGULAR SHARE ACCOUNT

- Minimum \$20.00 to Open Account
- Earns Dividends
- Bonus Shares
- Your Primary account at the Credit Union

DEPOSIT ACCOUNT

- Save and Withdraw cash as needed. Earns 0.5% Annually.

LOANS

Borrowing money can sometimes be a painful experience. Not at the Credit Union!

Affordable Interest Rates, No Prepayment Penalties, Quick Approvals, Repayment Schedules to Fit Your Budget, Payroll Deduction.

Loans at the Credit Union are easy, painless and convenient!

Vehicle Loans

New or Used Vehicles. Low Rates, Convenient Terms.

Personal Loans

For any prudent and productive purpose.

P.A.L. - Pre Approved Loan

In the event of unforeseen emergency, based on your ability to repay.

C.A.P. - Career Advancement Program

"C.A.P." is a special loan for tertiary level education designed to support member development with a low interest rate of 1.00%.

O.O.P.S. - Out of Pocket Saver

A small loan up to \$500.00 when you are really out of cash.

INSURANCE COVERAGE

Family Indemnity Plan

Provides a benefit for Funeral Expenses at the untimely passing of a Loved One.

Loan Protection and Life Savings Plan

Protects your savings and loan in the event of death or permanent disability.



Neal & Massy (North) Credit Union
Co-operative Society Limited

Mailing Address: P.O. Box 7136, Port of Spain, Trinidad.
24 Borde Street, Port of Spain, Trinidad.
Tel/Fax: 624-6428, 625-9455, 627-3412
Email: admin@nmncu.coop / member.services@nmncu.coop
Website: www.nmncu.coop