



**Ballincollig**  
CREDIT UNION LIMITED  
*Pure financial freedom*

# A.G.M. 2016

# Committee

# Reports





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## Operations Report

Ballincollig Credit Union continues to grow in the current economic climate and plays a major role in the community's financial sector. Our membership now stands at 19,053 and continues to increase each year. Our asset size now stands at €67million up €4 million from 2015. Our income at €2.35 million has declined and this decline is mainly attributed to lower investment income as the rates of interest on funds deposited with financial institutions has reduced.

We are guided on our Investment Portfolio by our professional advisors Cygnus. Investment income is dependent on interest rates and these rates have declined significantly in recent years. In the year to September 2016 we achieved a return of 1.2% on our investments compared to 1.67% in 2015. This is in line with what we had forecast and we expect these rates to remain low over the next couple of years. We have some investments in longer term deposits and we will endeavour to maximise our return on our investments.

The Central Bank requires that we hold at least 20% of our unattached shares in short term deposits. I am happy to report that we have liquidity of 26.4%, well in excess of the regulatory requirement.

Your credit union continues to be open for lending. During the year the loans we granted 3064 loans totalling €11.5 Million which was an increase of 126 loans and €0.9 Million on 2015 and this increase is very encouraging.

I would like to take this opportunity to thank those members who borrowed from Ballincollig Credit Union. We have very competitive loan offers and we continue to be the most competitive on the market for loans. If you are thinking of taking out a loan, you can contact us in three ways either by phone, calling in to our office or visiting our website at [www.bcu.ie](http://www.bcu.ie).

The level of arrears, stand at €1,594,260 (7.8%) is down 3.3% on last year. The Bad Debt charged off for the year was €147,753. When a debt is charged off, our Credit Control team continue where possible to recover funds on these debts, and this year collected €299,710 from charged off loans which is an increase of €20,464 on 2015.



Ballincollig Credit Union continues to progress and develop and we are eager to introduce new products and offerings for our members in the coming years. We have continued our involvement with the schools in our common bond and with the community organisations. In the past year we have supported primary and secondary schools, sports clubs, senior citizens, tidy towns association, charitable and cultural events.

Ballincollig Credit Union Limited remains in a safe, strong and secure financial position. We have strong regulatory reserves, in excess of 10% and total reserves of 14.5%. Our priority is to protect our members savings and despite Bad Debt charge offs we have achieved this.

We are confident that with the continuing support of our members and the determination of the Board of Directors and staff we will be well positioned to move forward and continue to be the first choice provider of financial services in our community.

I would like to thank the Board of Directors, our Board Oversight Committee, and the voluntary members of all the committees for their continued support, professionalism and courtesy at all times.

I would especially like to thank our very hard working and dedicated staff that I have had the pleasure of working with.

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**Jamie O Leary**  
Interim Manager

## **Merger Discussion Update**

Following on from our Information Evening held in the Oriel House Hotel, Ballincollig on Wednesday 14th September 2016, Ballincollig Credit Union have continued to source talks with a range of Credit Unions in the Munster region.

Some initial talks have taken place & new relationships have been forged.

However, after a recent review, the Board of Directors of Ballincollig Credit Union have decided to remain stand alone & progress with the Strategic Plan for the Credit Union for the next few years.

Merger Discussions may be revisited in the future.

The Board would like to thank the members who attended the Information Evening & contributed to the Merger discussions,



## **Membership Committee Report**

The Membership Committee is responsible for ensuring the continued growth of our membership within our common bond. As part of the Criminal Justice (Money Laundering & Terrorist Financing) Act 2010, we are obliged to seek identification to support all applications.

New members must provide accepted documentation to confirm their identity, address and PPS number when opening new accounts.

In 2016, we were successful in opening 716 new accounts bringing our total active membership to 14,375. We continue to forge strong relationships with our national schools within our common bond to encourage our young members to save and in future use BCU as their financial provider for personal lending.

Some benefits to becoming a member of Ballincollig Credit Union:

- Free Loan Protection Insurance
- Free Death Benefit insurance of €1,300 subject to minimum savings balance of €200
- Free Life Savings insurance is automatically available to members who join before the age of 70 years.
- Competitive loan interest rates

We would like to take this opportunity to offer our sincere condolences to the families & friends of the members who passed away this past year. A mass is held for the deceased members each year in November.

Ar Dheis Dé Go Raibh A Anam Dílis. May they rest in peace.

Finally this committee would like to thank the staff of the Credit Union, the Management team, the Board and all our members for their help and assistance throughout the year.

Donal O'Regan, Ann Ebere Anaba, Simon Foley



## Investment Committee Report

The Committee in conjunction with Cyngus Investment Advisers oversee the total investment portfolio and make recommendations to the Board on investment and reinvestment of new and maturing deposits.

The total of our liquid deposits and investments at 30th of September 2016 was €47m (€43m at 30th September 2015) an increase of €4 Million.

The member's shares at 30th September 2016 were €56.3m (€51.6m at 30th September 2015).

Investment income for year ended Sept 2015 was €558,356 (€718,889 for 2015). Interest rates have fallen significantly over the last number of years and are currently at record lows – with no indication that they will rise in the immediate future

Our liquidity at 30th September 2016 was 29% - statutory requirement 20%. In our Investment policy we have set a target of 25% liquidity.

The challenges that we face in managing the Investment Portfolio are (a) to achieve a reasonable return within the limits of our agreed risk appetite and (b) to ensure the safety of the member's deposits.

On behalf of the Committee I wish to acknowledge the help and support provided by the Board, Management and Staff during the year.

Chair of Finance and Investment Committee





## Credit Committee Report

The main categories of loans granted during 2015/2016 were as follows:

Category No. of Loans Amount

Vehicles	403	€2,500,350
First Time Borrowers (6.99%) (7.23%APR)	399	€2,917,850
Secure Loans (5.4%) (5.54%APR)	686	€2,071,950
Home Improvements	341	€1,511,884
Holidays	308	€ 562,630
Engagements/Weddings	84	€ 371,012
Special Student Rate (6.99%) (7.23%APR)	55	€ 215,475
Others	788	€1,362,735

During the year under review 3064 loans were paid out amounting to a total of €11,513,886 This is proof positive that our Membership continues to have confidence in the services provided by your Credit Union. The Credit Committee met on 15 occasions during the year, and we as a committee implement the Policy of the Board of Directors of the Credit Union in assessing and approving loans. All loan applications are considered fairly, and in the strictest confidence. The main lending criteria is the ability to repay without undue stress. We offer flexibility regarding loans, allowing early repayment without penalty.

Annual loans, ie, Holidays/Christmas/Insurance, need to be paid off within 12 months

Why borrow from your Credit Union –

- We offer great value Loan Rates as follows:
- Standard Loan Rate 9.98 % (10.5% APR)
- Car Loan Rate 6.5% (6.7% APR)
- First Time Borrowers Rate 6.99% (7.23% APR)
- Student Loan Rate 6.99% (7.23% APR)
- Secure Loan Rate 5.4% (5.54% APR)
- Flexible Terms and Repayment options
- Interest Calculated on Reducing Balance
- No penalty for repaying your loan earlier
- Free Insurance Cover on Loans and Savings

Provided At No Cost to the Member – (terms & conditions apply).



We make it easy to apply for a Loan – By phone, email, online, or call into the office and usually a decision is made speedily for most straight forward applications. If members experience problems in repayments we are open to reviewing the loan, and renegotiate where necessary. BCU would urge members not to panic or ignore your financial problems. Contact our Credit Control Department without delay.

A very special ‘Thank You’ to all our Members who borrowed during the past year, and if you didn’t borrow from us in the recent past, maybe you will in the near future and make BCU your first port of call.

We would also like to thank our Board of Directors, Board Oversight Committee, our Manager, Credit Officers, and Staff, for their co-operation and assistance during the year.

Bob O’Hea, Breda Callanan, Mary Coleman,  
Margaret McGeough, Maura O’Driscoll.

## GOING ON HOLIDAY?

Apply for a Holiday Loan in May/June/July\*  
to be entered into a draw for Holiday  
Vouchers with Lee Travel



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\*Draw takes place at the end of each month



## Credit Control Committee Report

The Credit Control Committee consists of directors and other volunteers who meet on a monthly basis.

The main function of the Committee is to assist the Credit Control Officer and the credit control staff in carrying out their duties. Loans are monitored from the moment they are granted. We understand that some members encounter genuine difficulties in meeting their repayments and we encourage them to contact the credit control staff without delay if this is the case. Our staff are experienced in dealing with sensitive issues and make excellent member service their top priority.

However, if a member simply refuses to repay their loan and fails to respond to attempts to contact them, they will be pursued through the legal system until the debt is recovered in full. Members are reminded that when they borrow money from Ballincollig Credit Union, they are borrowing from their fellow members and accordingly all funds need to be repaid.

We, the committee, also have a responsibility to overview the credit control performance to ensure that member loans are paid in accordance with their agreements. Our goal is to assist in protecting all of our members' savings. We do this through monitoring arrears, bad debt provisions and recoveries.

### Key Performance Indicators:

	<b>2015</b>	<b>2016</b>	
Resolution 49 Arrears	€644,952	€239,598	Reduction of €405,354 achieved
Resolution 49 Bad Debt Provision	€1,541,598	€1,185,168	Reduction of €356,430 achieved
Pearls A1 Ratio	11.07%	7.78%	Reduction of 3.29% achieved
Bad Debt Recovery	€279,246	€299,710	Increase of €20,464 achieved



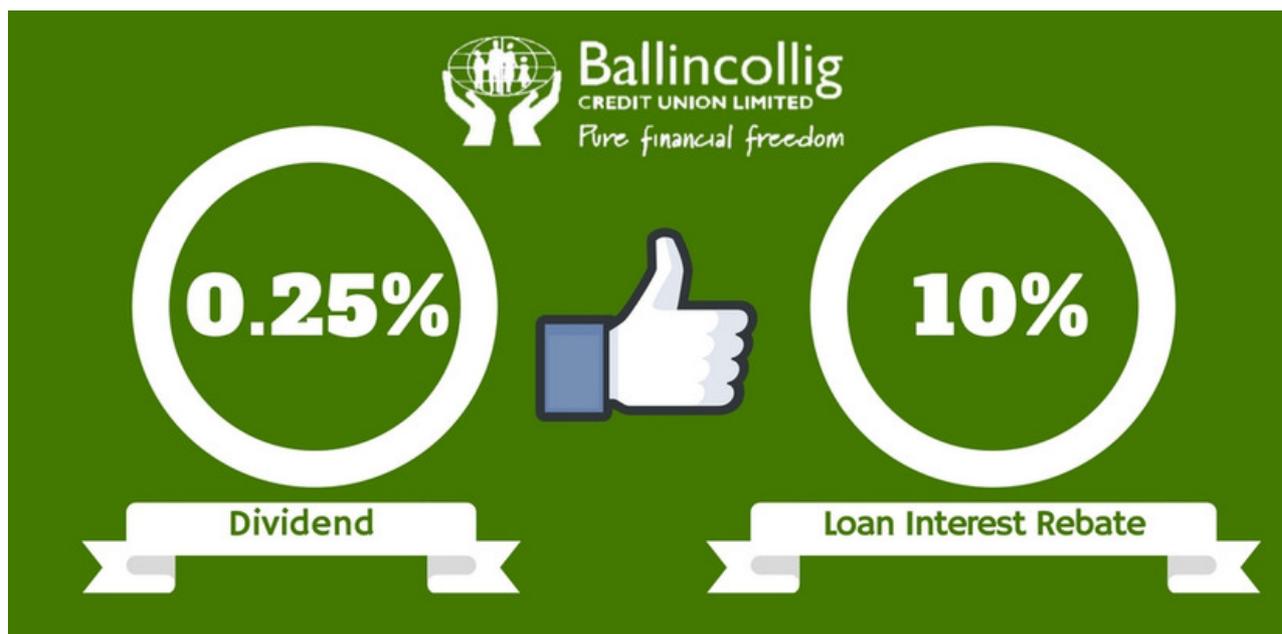
There has been a substantial improvement in our results over the past few years. We are hopeful that this will continue, although we would expect the figures will begin to level off now that we have surpassed our targets.

We operate under strict regulatory guidelines, but we still strive to provide the best possible service for our members. We acknowledge and are thankful that the vast majority of our members recognise the value of the service we provide and continue to prioritise their repayments to us, even when encountering financial difficulty.

The Committee would like to thank all the credit union staff, especially the credit control staff. We would also like to thank the management and all the volunteers on the Board and the Board Oversight Committee for their support during the year.

**John Curtin**  
Chairman

Committee members: Larry Finnegan, Sheila Somers, Martin Sisk, Derry Canty





# Marketing Committee Report

Ballincollig Credit Union is committed to the improvement of the economic and social wellbeing of our community and as always we are proud to sponsor and support individuals, groups & community initiatives that make the quality of life of our members better in many small ways,

- We put people before profit
- Our members are our owners
- Our surplus is used to improve products & services

**BCU is Strong, Stable, Reliable & we are open for Business!!!!**

Highlights of 2016 include:

- Credit Union Schools Quiz
- School Poster Competition
- Loan Ranger Loan Campaign

Sponsorship:

Were it not for the time and work these voluntary groups give, Ballincollig and many other areas would not be as attractive a place to live and work in.

We try to make a small difference by supporting as many of these groups as possible. One of the objectives of every Credit Union is the improvement of the well-being and spirit of the member's community.

To achieve this goal we are delighted to have supported the following Youth, Community and Sporting groups in the past year:



**Ballincollig AFC**  
**Ballincollig Athletic Club**  
**Ballincollig Basketball**  
**Ballincollig Comhaltas**  
**Club na hOige**  
**Coachford Autumn Festival**  
**Cork Assoc Autism**  
**Cork Penny Dinners**  
**Cork Simon Community**  
**Crookstown Karate Club**  
**Eire Og GAA**  
**Farran Badminton Club**  
**Farran NS**  
**Irish Girl Guides**  
**A McGahey Spartan Thai**  
**Ballincollig Summer Scheme**  
**Ballincollig Table Tennis**  
**Ballincollig Tidy Towns**  
**Ballincollig Youth Group**  
**Inniscarra Agricultural Show**

**Ballincollig Community First Responders**  
**Ballincollig Community Forum**  
**Ballincollig Family Resource**  
**Ballincollig GAA**  
**Ballincollig Gymnastic Club**  
**Ballincollig JKA Karate Clb**  
**Ballincollig Men's' Shed (Snooker Comp)**  
**Mount Mercy College**  
**Muskerry GAA**  
**Ovens/Farran Active Circle**  
**Pieta House**  
**Ranges Open Pitch & Putt Club**  
**Rocklodge Pitch & Putt Club**  
**St Vincent de Paul**  
**Support After Crime**  
**Troy O'Herlihy Dance Troupe**  
**Westgate Foundation**  
**Ballincollig Community School**  
**ILCU Int Development**  
**Lakewood Pitch & Putt Club**

May I take this opportunity to thank the Manager & Staff of Ballincollig Credit Union & the Marketing Committee members, Mark Horgan & Gary O'Brien who give their time and knowledge to attend to the member's interest & committee business.

Finally & most importantly may I thank you, the members, for your continued & ongoing support for Ballincollig Credit Union

**Nicola O'Connell**  
Marketing Chair

**6.99%** (7.23% APR)  
**FIRST TIME**  
**BORROWERS LOAN**



## **I.C.T. Committee Report**

The primary role of the I.C.T. Committee is to:

- **Ensure that BCU always has the most up-to-date I.T. Services.**
- **Actively promote the I.T. services of Ballincollig Credit Union Limited.**
- **Develop and implement BCU's I.T. Plan & Strategies.**

2016 has been an active year for the I.T. Committee. We met 3 times during the year to discuss a range of topics including Future Projects for 2016/17

**Server Upgrade & New Firewall - BCU migrated from Windows Server 2003 to Windows Server 2012. New Firewall to take the load of our ISP & Secondary ISP as well as Wellington Direct Line**

**Internal/External PEN Testing – A lot of work has been completed to bring BCU in line with the results of Internal & External Penetration Testing (i.e. An Internal & External attack on our I.T. Systems)**

**New Risk System – As BCU's contract with RISC Manager was drawing to a close, we decided to review our risk system with the view to upgrading/changing to a new system. It was decided after careful consideration & demo's that CalQRisk would take over our risk system on a 3 year contract.**

**New Website for BCU – It was decided that BCU's Website was in major need of an Upgrade. We enlisted the help of the ILCU I.T. Department which came on board & designed a new fresh website at no extra cost to BCU. We also installed a new 'Directors Area' for the board to access Mins/Agenda's/Policies**

**Future Projects –**

- **Upgrade of Core Banking System**
- **Phone System Upgrade**
- **Joining the Solution Centre (Collection of CU's regarding Social Media)**



The New BCU website has proved to be a very popular service and our Online Facility currently has almost 4000 members registered to use it. Members can also view and download many documents and forms from the website, including the Annual Report as well as carry out Credit Transfers to other Banks etc. Register, it's so easy! Just go to [www.bcu.ie](http://www.bcu.ie)

Ballincollig Credit Union has continued the Social Media revolution and is engaging regularly with members on Facebook, Twitter & Instagram. This represents a huge opportunity for us to connect directly with all members.

Social Media provides us with an excellent communication channel to interact with the members and ensures that you have the most up-to-date information on products, services and events. So please join us today. 'Like us' on Facebook & 'Follow us' on Twitter & Instagram!

We will continue to promote Ballincollig Credit Union in the most cost effective way we can because the stronger the Credit Union is, the better it is for the local communities.

Finally I must thank the staff of the Credit Union, the Management team, the Board and the committee members for all their support throughout the last year.

Mark Horgan, Ian Brennan & Bobby Murphy,  
ICT Committee



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## Flexible Loans Fast



Credit Union House  
Harrington St, Ballincollig, Co. Cork.



# **Nominations Committee Report**

We are pleased to present this report of the Nominations Committee of BCU.

The Nominations committee has the responsibility to ensure that there are volunteers with the necessary skills and knowledge to fill the various roles on the Board of Directors; Board Oversight Committee and the many other committees – required of Ballincollig CU.

The Nominations Committee has responsibility also to ensure that there are induction training and other upskilling programmes in place for all new and existing Volunteers.

The committee placed recruitment notices seeking volunteers in local newsletters (twice) BCU Web site and Facebook page and held two open evenings in the Credit Union. We are pleased to report that there was a very positive response and there are 7 new volunteers proposed to fill vacancies on the Board of Directors and Board Oversight Committee.

As per the CU and Co-Operation with Overseas Regulators Act 2012 Section 56(b) – “Every candidate to be nominated for appointment as a member of the board of directors of a credit union shall be proposed through the nomination committee of the CU. No person shall otherwise be put forward for election or seek election at an AGM or SGM of the CU at which an election is held for members of the Board of Directors”

The ethos of the CU movement is based on Volunteerism and mutual self- help and the committee would encourage members to consider putting their names forward to fill the vacancies that arise on the Board and the other many committees to ensure the continued growth and survival of BCU.

We would like to take this opportunity to thank all those who came forward and worked with us during the year. We also thank the management, staff and all the volunteers for their support and commitment to Ballincollig Credit Union.

**Paddy McCarthy; Stella McVeigh; John Curtin; Ann Ebere Anaba; Robert O’Flynn**

# cuAnywhere app Your Account Online



ONLINE

[www.bcu.ie](http://www.bcu.ie)



PHONE

021 - 42730



IN BRANCH

Harrington St.



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