











Ms McBryan announced the results of the Elections.

Auditor Election

Grant Thornton            Elected

Board Oversight Committee Election

John Keppel                Elected

Directors Election

Shane Hamilton            Elected for 3 years

Geraldine Higgins        Elected for 2 years

Katriona Lawler           Elected for 3 years

Suzanne McGarry         Elected for 3 years

Damian McKeown         Elected for 3 years

Ms McBryan announced the second set of raffle winners.

- Fidila Olayemi Ogunko
- Yvonne Tone
- Monica Uzah
- Marie Foley
- Jeanette Hynes
- Emer Walsh
- Anthony Mullen
- Babatunde Jegede
- Michelle Murphy
- Michelle Higgins
- Tony 'Leary
- Yemisi Jegede
- Damian McKeown
- Funmilola Ajani
- Peter McKeown

## Open Forum Q & A

*Question from member regarding loan rates not as competitive as other financial institutes. Mr Sean Hosford, CEO, commented that the rates are always under review and HSSCU are always looking at new products.*

*Mr John Nugent, member, queried IT and Debit card expenses. Ms Denise McCann, Grant Thornton, replied, regarding the IT increase of 20%, all IT software systems such as Wellington IT, Strencom, Trilogy and CUFA Analytics have increased across all Credit Unions due to the reliance on the technology. Mr Sean Hosford also commented that there is a cost involved with the network / cyber security and launching the new CU app was a large expense.*

*Regarding the Debit Card, it is explained that there is a cost when implementing the card. PAYAC manage the cards and current account therefore an annual cost is included.*

*Mr Nugent also asks if any offices could potentially close due to lack of footfall etc. Mr Sean Hosford replied there are no plans at this time. We are beginning to see a change in customer habits and the digital offering is a great asset during the pandemic. Across the board, all branches are still as busy as usual.*

*Ms Noreen Moylan, member, asks about active recruiting. Mr Sean Hosford explains that due to Covid 19, all site visits and recruitment drives have been postponed.*

*Mr Damian Mc Callian, member, queries if there is scope to enhance credit risk exposure. Mr Sean Hosford replied yes there could be and wouldn't have any issues in doing so.*

*Member commented that they experienced issues when using the CU App. Mr Sean Hosford asks that all should email [info@hsscu.ie](mailto:info@hsscu.ie) if experiencing issues.*

*Member queries joint accounts online. Mr Sean Hosford replied there are ongoing discussions with Compliance and Legal as there are a number of issues surrounding joint accounts online.*

*Member queries current account fees. Mr Sean Hosford confirms they are €12/ quarter as this is a product with PAYAC, this is the standard fees.*

*Member asks, regarding the prize draw, can it be live streamed on social media. Mr Sean Hosford replied that there may be issues under GDPR but he will discuss with Risk and Compliance and revert.*

Item 53 – Close of Meeting – MARIE MC BRYAN (LIVE)

We would like to thank you all for attending our first virtual AGM, we are delighted it was so well supported by you, we feel that it was highly successful event and hope you felt that too. We would welcome including it as part of our meetings in the future to provide greater inclusiveness to members who cannot join in person.

Ms McBryan acknowledged the night would not have happened without many people working tirelessly behind the scenes getting us ready for the AGM. She also expressed thanks all those who presented at the meeting, her fellow board members, the board oversight committee, and other committee members who worked and supported the credit union throughout the year.

Thanks to the team in AVC and New Era ensuring that we were able to provide the technology for the meeting.

Good night, everyone and thanks again for making this meeting such a success.