



# Health Services Staffs Credit Union

## Annual General Meeting 2021: Frequently Asked Questions

### **What date is the Virtual Annual General Meeting (AGM)?**

The Health Services Staffs Credit Union Limited (HSSCU) AGM for the year ended 30th of September 2021 will be held on **Wednesday, 26th of January at 6:30pm.**

### **Why do we need to hold an AGM?**

Credit Unions are legally required to hold an AGM. As member owned and member run organisations, the AGM is the way that the Board inform members of the performance of the credit union during the year. It is also where members get to have their say in the governance of the credit union by electing volunteers to run the credit union on their behalf.

### **What platform is being used for the meeting?**

We understand that not everyone is comfortable using computers, that is why we are using Zoom Webinar, as this is a user-friendly system and is easy to use.

### **I know nothing about computers, how can I attend?**

For those of us who are not fully comfortable with computers and emails, we have included information on our dedicated AGM page of our website: [www.hsscu.ie/virtual-agm-2021/](http://www.hsscu.ie/virtual-agm-2021/)

Here you can access information and tutorials put together by the great people in 'Age Action' who were happy for us to share their work. It includes an extremely easy to use beginners' guide to setting up emails and logging into the internet. It is presented in easy-to-read, online booklets and well-designed film clips.

### **How does the registration process work?**

To register, you should complete the registration form on our website here: [www.hsscu.ie/virtual-agm-2021/](http://www.hsscu.ie/virtual-agm-2021/)

Please ensure you provide the correct information to obtain a unique registration link. You should only use a personally received email address and not an email account that is shared with others such as info@acmetest.com.

### **I share a personal email address with another person, we are both members, can we both use the one email address to register?**

Due to the requirements around voting, and ensuring correctness, security and secrecy in the process, each email address will be assigned one unique link.



# Health Services Staffs Credit Union

## Annual General Meeting 2021: Frequently Asked Questions

We cannot assign a second link to the same email address, therefore each person who is eligible and entitled to vote needs to have their own unique link to vote at the meeting. If you need help in setting up an email address, we have a link to help you on the AGM page on our website [www.hsscu.ie/virtual-agm-2021/](http://www.hsscu.ie/virtual-agm-2021/)

### **What happens after I register?**

Once you register and provide your details, we use this to verify you are a member and ensure that you were a member as of the 30th of September 2021 to be eligible to attend the meeting.

Once eligibility has been established or otherwise for all registration applicants, we will begin the process of sending out meeting links. You should expect to receive this near to the time of the meeting but at least 24 hours in advance.

### **I recently joined Health Services Staffs Credit Union; can I go to the AGM?**

This HSSCU AGM is for the business conducted to the year ended 30th of September 2021. Individuals who were members prior to and up to that date are eligible to attend and vote at the upcoming meeting. Members who joined after that date unfortunately are not eligible, but we look forward to many future years of AGMs with you.

### **How come some people got their notification by email and others got theirs by post?**

Members who have registered to receive their AGM notice by email were sent their notice to their nominated email address. All other members received theirs by post.

If you would like to receive your notice in future by email, please complete the form online here: <https://www.hsscu.ie/forms-downloads/enotice/>

We would encourage members to consider signing up for e-notices to reduce waste which impacts the environment, and to reduce costs which impacts our ability to continue providing members with social and financial dividends.

### **What if I do not receive my AGM details/meeting link?**

We expect to get members their AGM registration details out within a couple of days prior to the meeting. If for any reason you do not receive the AGM registration details within 24 hours of the meeting, please contact us on 01 677 8648, or email [agmreg@hsscu.ie](mailto:agmreg@hsscu.ie) and we will send on a fresh link and deactivate any link previous sent.



# *Health Services Staffs* Credit Union

## **Annual General Meeting 2021: Frequently Asked Questions**

### **Do I need to do anything in advance of the AGM?**

Register for the meeting (required if you want to attend the meeting).

Read the previous AGM minutes [link provided with your registration link] and minutes will be taken as read. Review the documentation provided with the notice of the meeting (optional reports or a scaled version of them will be presented on the night).

### **What will happen before the AGM?**

A couple of days out from the AGM we will send you out a link for the meeting to your registered personal email address. This link is unique to you, and you are not permitted to share the link, for security reasons the link can only be used once to access the meeting.

You alone are responsible for the security of the link, if you give the link to another person, you will not be able to attend the meeting and vote.

### **What if I delete or lose my AGM unique login?**

If you lose or delete your unique link, please contact use on 01 6778648 or email [agmreg@hsscu.ie](mailto:agmreg@hsscu.ie) and we will refresh your unique link and send it out to you (time allowing). It should be noted that the old link will no longer be active.

### **Is there going to be a raffle at the AGM?**

There will be a raffle at the AGM. HSSCU will announce 2 lists of winners on the night whose names will be listed during the meeting.

### **Do I need to install, or download Zoom to my device?**

You do not need to install or download Zoom to your PC, laptop, tablet or smartphone. Your browser will automatically accept Zoom once you click the link. Remember the link supplied is unique to you.

### **What time should I log on to the AGM?**

The meeting is scheduled to begin promptly at 6:30pm, on the evening of **Wednesday, 26th of January 2022**. It is recommended that you log into the meeting about 15 to 20 minutes in advance of the meeting. This will give you peace of mind and allow you to test your speakers, etc.

While you are waiting, we will be showing some information on the Credit Union over the past year.



# Health Services Staffs Credit Union

## Annual General Meeting 2021: Frequently Asked Questions

### **Can I log on from several devices?**

No, the link is unique and works on the basis that once clicked during the meeting it is active. It cannot be used on two devices at the same. If you have difficulties with your device on the night, you must log off the first device and then you may switch device. You are also not permitted to share the link with anyone else.

### **I clicked the link before the meeting will it work on the night?**

Yes, your meeting link will work even if you have clicked it by mistake on the night.

### **I can no longer attend the meeting can I give the link to someone else to use?**

No, the link is for a specific person to use and is not transferrable. Members of the credit union should request their own user link to gain access to the meeting so they can be verified for eligibility.

### **Can I remotely attend the AGM using my smartphone?**

Yes, once you have received the unique link, you can use any smart device to remotely attend and take part in the AGM.

### **A few people in our household are members, can we watch the AGM on the TV at home?**

Be sure to abide by the public health guidance from the HSE (Health Services Executive) for the prevention and spread of COVID-19, make sure you are socially distance from people who are not in your household.

With that in mind, you can watch the AGM on a TV or big screen provided you or one of your group have the know how to set it up. Do remember to make sure you have your own device so each of you can independently vote. Each unique meeting link will only allow one vote on each topic.

### **I have an awfully slow internet connection; can I still attend the AGM?**

If your connection is slow and seizing up all the time, then you can join the AGM by audio, but regrettably the functionality will be limited.

The numbers to dial in to the meeting will be contained on your email unique link. You will not be able to vote using this method to access the meeting, so it is recommended that to fully take part in the meeting you will require a smart device, PC, or laptop.



# *Health Services Staffs* Credit Union

## **Annual General Meeting 2021: Frequently Asked Questions**

### **What device is recommended to virtually attend and vote at the AGM?**

You can use any smart device, PC, or laptop to view and take part in the online seminar once you have the unique link.

You can dial into the AGM using a traditional phone if you prefer, but please be aware you will not be able to fully take part in the meeting including voting/elections.

It is recommended that to fully take part in the meeting you will need to use a smart device, PC, or laptop.

### **Will I get a copy of the minutes from last year?**

Yes, the minutes of last year's meeting will be issued to you on the same email as your unique AGM link. It is best practice to issue the minutes in advance, as this gives you a chance to read them before the meeting.

### **Will I get a copy of the reports presented at the AGM?**

This year's AGM notice is taking account of the unique nature of the meeting and including all reports in the booklet/email notifying you of the meeting.

### **How do I vote at the AGM?**

There are several times throughout the AGM where a vote is needed, such as election of the Auditor, Board Oversight Committee, members of the Board, changes to our standard rules, and agreeing reports. Voting will be completed electronically in 2 ways:

- In most cases, a poll will appear on screen, and you will be asked to submit your choice in a time of 15 seconds or 30 seconds depending on the poll.
- In the case of Director Elections, we have elections for the Board with 4 candidates for 4 vacancies and for Board Oversight Committee 2 candidates for 2 places.

### **Can I change my vote during the AGM?**

Once you have submitted your vote, you will not be able to change your vote. We recommend that you carefully consider the various voting options and vote only when you are satisfied with your decision, but within the timeframe allowed for each vote.



# Health Services Staffs Credit Union

## Annual General Meeting 2021: Frequently Asked Questions

### What should I do if I am having problems with my internet feed during the AGM?

If you are experiencing difficulties, you can log off and on again. If you believe your device is the issue, you can log off fully from this device and log on using a different device. Only 1 device may be used at a time.

### Can I ask a question at the AGM?

We welcome questions from our members. You will be able to ask questions during the meeting in two ways:

- You can submit a question into the chat function during the meeting.
- You can use the raise your hand function during the meeting and we will unmute your mic for you to ask your question.

We will endeavour to reply to all questions received on the night - time permitting. If we get related questions, we may respond to them all together.

### What will happen during the remote AGM?

1. Our Chairperson Marie Mc Bryan will open the meeting
2. Our CEO (Chief Executive Officer) Sean Hosford will give a general explanation of the format of the meeting
3. There will be a moment's silence to honour those who have gone before us
4. The Chair of the Nominations Committee Amanda Buggle will present the elections
5. The Chair of the Board Marie Mc Bryan will present their report
6. Denise O'Connell of Grant Thornton will present the accounts and the auditor's report
7. The Chair of the Board Oversight Committee John Keppel will present their report
8. The Chair of the Board Marie Mc Bryan will present a motion to the floor on a rule change relating to virtual AGMs
9. We will hear a number of committee reports from people throughout the meeting
10. We will have 2 raffles throughout the course of the meeting
11. Election results will be announced
12. Unfinished business/any other business
13. Close of the meeting