

**MINUTES OF THE 54th A.G.M. OF THE HEALTH SERVICES STAFFS CREDIT UNION LIMITED,
HELD ON THE 4th December 2024 (Hybrid)
Radisson Blu Hotel and Online**

The meeting was called to order at 6.30pm by Mr. Damian Mc Keown, Chairperson. Mr. Mc Keown read the invocation and asked that we remember the deceased members who died during the year.

No proxy votes were received.

Mr. Mc Keown ascertained there were a quorum present, and the meeting could proceed.

Members attending online:

Mr. Mc Keown outlined how members joining the meeting online about how to interact with the meeting:

- Asking Questions
- Proposers, seconder, and report / motion approvals
- Voting in officer elections

Agenda:

The agenda and order of business were approved on the proposal of Mr. Mc Keown proposed and were seconded by Mr. T. Lyons. The meeting agreed unanimously.

Standing Orders:

Standing orders were approved on the proposal of Mr. Mc Keown and were seconded by Mr. S. Redmond. The meeting agreed unanimously.

Minutes of the 2023 AGM:

The minutes of last year's AGM held on 13th December 2023, having been circulated were taken as read. Mr. Damian Mc Keown proposed the adoption of the minutes, and they were seconded by Mr. S. Lattin. The meeting agreed unanimously.

Matters Arising:

There were no matters arising.

Nominations Committee Report

This report was presented by the chair of the Nominations Committee, Ms. Amanda Butler.

Matters Arising:

There were no questions from the floor.

There were no questions from the members online.

Proposed by: Amanda Butler **Seconded by:** Mr. K. Carroll **Adopted Unanimously**

Elections:

Members attending the meeting in person were instructed to complete the ballot papers provided at arrival and members attending online were instructed to vote online. Results of the elections will be released later in the meeting.

Appointment of Auditors:

The Board proposed that Grant Thornton be appointed Auditors for the coming year.

Election to the Board Oversight Committee:

There is 1 candidate seeking election for 1 vacancy on the Board Oversight Committee, Ms. Noreen Mc Carthy.

Election to the Board of Directors:

There are 4 candidates seeking election for 4 vacancies on the Board of Directors, Ms. Claire O Donovan Connolly, Mr. Pascal Keeve, Mr. Paul Nadin and Ms. Tracy O Neill.

Tellers

As chairperson, Mr. Mc Keown proposed the following as tellers for the election: Mr. David Hosford, Ms. Mary Peters, Mr. Micheal Rigney, and Mr. John Molloy.

The Chairperson's Address:

The Chairperson, Mr. Damian Mc Keown, presented his report to the meeting.

Matters Arising:

Question/Comments:

1. A member expressed a concern that HSSCU is becoming too big now and will no longer be the 'poor man's bank' as credit unions always have been.
2. Mr. F Black noted that the raffle at the AGM has not changed in over 40 years. The prize used to be £50 (punts) and now is €50. The board agreed with this comment and agreed next year's prizes would increase to €100.
3. A member from the floor enquired why the AGM booklets were not posted out this year. There were a number of members on the floor who agreed they'd prefer the paper copy. Mr. Hosford, the CEO, noted that legislation changed in the last 12 months which removed that requirement and allowed for documents to be circulated by email. The CEO added that whilst a lot of members did opt to receive their paperwork online, members were written to and were given the option to contact the office to have a physical book sent out to them. There is huge printing costs involved when printing 75,000 books and, in some cases, households where there are multiple members residing, could receive multiple copies of the book. This year, we only received 300 requests for a book out of 75,000 members. The CEO made it clear that copies of the book will always be available from the office and a member can ring and request it to be posted to them.
4. Ms. M Walsh wished to compliment the staff for organising this meeting so efficiently. She is very impressed and very grateful to have the opportunity to attend a meeting. Several members from the floor wished to endorse these remarks.
5. Mr. D Mc Callian asked if the board had given any consideration to an interest rebate and noted that dividends are taxed and that members would be encouraged to borrow by lowering the cost with a rebate. Mr. Hosford, CEO, said an interest rebate was considered by the board but it was felt that borrowers are rewarded with out competitive loan rates. The level of borrowing is very healthy and very successful. Asset liability management is important though so if the loan book

continues to grow the way it is, more money needs to come in through savings. The dividend is returning €2m to all our members and members need to be encouraged to save.

6. A member of the floor spoke about her experience when trying to obtain a personal loan from HSSCU in recent months and the difficulties she encountered. Mr. Hosford, the CEO, noted that it would be impossible to discuss an individual's account in front of an audience, so asked the member to come to him after the meeting and he would take her details and look into the matter. However, he did wish to clarify the requirement for paperwork when seeking a special rate car loan, for the benefit of all members. He noted that these car loans are given at a lower rate than our standard rate and we ask members to provide evidence of the purchase of a car within a specific time frame after the draw down of the loan. If this paperwork cannot be provided, the loan will revert to the higher standard loan rate.
7. A member online asked if consideration would be given to hosting the AGM on a Saturday. Mr. Mc Keown, Chair of the Board, did a straw poll of the people in attendance and there was very little interest from the people in the room.
8. A member from the floor asked if members of HSSCU are limited in how much they can save. Mr. Hosford, CEO, said there is a regulatory limit of €100k however he is currently working on an application to the Central Bank to have this limit increased. lifted.
9. A member from the floor asked in relation to children's accounts and gift tax if the junior accounts limited like the banks and are there penalties for saving a lot in junior accounts. Mr. Hosford, CEO, noted that the €100k limit on savings (mentioned previously) also applies to the junior accounts but that he would have to look into the gift tax query.

Proposed by: Damian Mc Keown **Seconded by:** John Burns **Adopted Unanimously**

Raffle 1:

The first 10 in person winners were announced. The first 10 online winners were announced.

Directors Report and Statement of Liabilities:

This report was taken as read.

Proposed by: Damian Mc Keown **Seconded by:** Sean Lattin **Adopted Unanimously**

Auditors Report

The Auditor, Mr. Colin Feely, from Grant Thornton presented the report and financial accounts for financial year ended September 2024. Mr. Mc Keown, Chairman, advised that Mr. David Kelly of Grant Thornton would be available for questions after the report.

Matters Arising:

Questions/Comments:

1. A member from the floor commented that regulatory costs from the Central Bank have been increasing consistently over the years and feels that this is very unfair as the credit union is a not-for-profit organisation. He asked if it was possible to make a case to the Central Bank via the Irish League of Credit Unions to reduce these costs on the basis that credit unions give back to communities in ways the banks never do. Mr. Hosford, CEO, said there is a section in the ILCU that is actively lobbying on

behalf of all credit unions. He added CUDA, another representative body for credit unions, is also lobbying for changes. The Central Bank are looking at the number of credit unions in the sector and the costs of running the sector. There has been some resolution in that we no longer have to contribute to the Resolutions Fund.

2. Mr. D Mc Callion noted that in relation to fixed assets in the report and previous annual reports, that there have been no disposals note. He asked if this is an exercise that is not being done. Mr. Kelly confirmed that there were small disposals done this year and it is an exercise that's done annually as per the annual audit.
3. Mr. Mc Callian noted that last year that he had previously asked for disclosures on the credit risks associated on mortgages and the provisioning associated with mortgages be included in the annual report, but having reviewed the report he could see that it hadn't been included this year. Mr. Hosford, CEO, apologised that this information was not included in this year's booklet. He confirmed that mortgages relate to €18m of our total loan book but advised that he didn't have the figures on provisioning to hand. He confirmed that he would ensure that these details would be included next year.
4. Mr. Mc Callian spoke about the risks associated with mortgages and that a journalist in the Irish Times said that credit unions shouldn't be getting involved as it's next to impossible to repossess a property. He urged caution when considering mortgages as just 1 bad mortgage could affect the surplus and could eliminate a profit in smaller loans within the loan book. Mr. Hosford, CEO, assured Mr. Mc Callian and all members that HSSCU doesn't do anything without assessing the risks. He noted that our members are keen for us to launch mortgages again. However we currently cannot meet this demand at the moment as our personal loan book has had huge growth. 60% of our assets are out on loan, well above the sector average of 27%. Our total loan book is €293m so mortgages account for 6% of this. Long term lending is limited to 15% of our loan book so that also restricts what we can lend out in mortgages, however there will be consultations between the Central Bank and the credit union sector to increase this. Mr. Hosford added that he will be speaking more on mortgages later in the meeting when he presents his report.
5. Mr. Mc Callian noted that approximately 9 years ago, HSSCU decided not to go after the repossession of a debt which was charged against a member's property due to the debt being only €68,000. Mr. Mc Callian asked for caution and to consider that repossession may not be an option credit unions are comfortable with when considering relaunching mortgages. Mr. Hosford, CEO, confirmed that there were exceptional circumstances surrounding this particular loan, but wished to advise that this loan was cleared in full this year.
6. Mr. Lattin wished to commend the management team as 13 items under management expenses were lower this year than the previous year.

Proposed by: Damian Mc Keown **Seconded by:** Sean Lattin **Adopted Unanimously**

Declaration of Dividend:

The Board of Directors recommended a dividend of 0.5% to the value of €1,941,719.

The dividend was proposed by Damian Mc Keown, seconded by John Bruton, and agreed unanimously, both in person and online.

Report of the Board Oversight Committee

This report was presented by Mr. John Morrissy, chairperson of the Board Oversight Committee

Matters Arising:

Questions/Comments:

1. A member from the floor asked if 3 committee members on the Board Oversight Committee was adequate considering the growth of the credit union. Mr. Morrissy confirmed that the committee has reviewed the number of members for the committee and were satisfied that 3 was sufficient. He added that the commitment of the committee ensures that the committee works well.

Proposed by: John Morrissy

Seconded by: Sean Lattin

Adopted Unanimously

Credit Committee Report

This report was presented by Ms. Deirdre Downey on behalf of the committee.

Matters Arising:

There were no matters arising.

Proposed By: Alan Duff

Seconded by: Kieran Carroll

Adopted Unanimously

Report of the Credit Control Committee

This report was presented by Ms. Orla Fitzpatrick on behalf of the committee.

Matters Arising:

1. Mr. Mc Callian asked in relation to the 208 accounts written off, what was the value of the top 3 loans. Mr. Liam Kelly, Credit Control Manager, advised that the largest loan written off this year was €38k and the next 2 loans were approximately €20k each. He also noted that no secure loans were written off this year.
2. Mr. Mc Callian asked if interest is recouped when a loan that was charged off is repaid. Mr. Kelly advised that when a loan is written off, interest stops accruing on a loan, so the balance is cleared only.

Proposed By: Orla Fitzpatrick

Seconded by: Sean Lattin

Adopted Unanimously

Membership Report

This report is in the Annual Report and was taken as read.

There were no matters arising.

Proposed By: Damian Mc Keown

Seconded by: Jane Joyce

Adopted Unanimously

CEO Presentation:

Mr. Sean Hosford, CEO, presented an overview of the last 12 months. The highlights of his report include:

- A credit union sector comparison
- Strategic objectives for the coming year
- New products and projects coming in 2025 including SEPA Instant, Outsourcing, Mortgage CUSO, Investment CUSO and the Central Credit Union.

Matters Arising:

1. Mr. Redmond asked in relation to the Central Credit Union, who was pushing it and have the board of the Irish League of Credit Unions agreed to it? He noted that in previous years, the ILCU had blocked moves like this. Mr. Hosford, CEO, said that from what he has heard, the ILCU are in support of this, however it is very early days. The new legislation allows for us to have one, but there were no details as to what it would be or how it would operate. Credit unions, the representative bodies (ILCU & CUDA), will decide what they want from this, and bring it then to the Central Bank.
2. Ms. M Walsh asked the board to consider a donation to the Ann Sullivan Organisation who help the blind, deaf and mute. Mr. Hosford, CEO, confirmed that a donation is made every year on behalf of members to this very worthy organisation.
3. Mr. Declan Finlay asked if the board might consider increasing the fund available [through the Betty Noone Memorial Bursary. He remembered Ms. Noone fondly and thinks this bursary is](#) a great way to recognise her work in credit unions over her time in HSSCU and believes the fund should be increased in her honour.
4. Mr. Bruton asked in relation to the membership numbers, where does HSSCU rank in the sector? Mr. Hosford, CEO, confirmed that credit unions are ranked by asset size and in our case, we are 3rd in the sector. However, in membership numbers, Mr. Hosford estimated that we would be 8th or 9th.
5. A member from the floor asked if a branch on the north side of Dublin had been considered. Mr. Hosford, CEO, said it wasn't something that had been considered but will look into it as part of the next strategic plan.
6. Ms. O Neill noted in previous years members had raised concerns about the growth of HSSCU and how it might change the standards in service to members and the ethics of both staff and the board might be lost. She personally feels the growth has been a very positive thing for HSSCU and wished to commend the management and board of HSSCU. She acknowledged the time given up by directors who volunteer on the board and wished to thank them for their commitment.
7. Before Mr. Hosford, CEO, concluded his report, he wished to acknowledge and thank the two directors stepping down of the board this evening. He spoke highly of the commitment, work and contribution given by both Ms. Christine Barretto and Ms. Marie Bryan. Mr. Mc Keown, Chair of the Board, made a presentation to both outgoing directors.

Election Results

The following directors were deemed elected:

- 1) Mr. Claire O Donovan Connolly
- 2) Mr. Paul Nadin
- 3) Ms. Tracy O Neill
- 4) Mr. Pascal Keeve

The following Board Oversight Committee member was deemed elected:

- 1) Ms. Noreen Mc Carthy

The following Auditor was deemed elected: Grant Thornton

Raffle 2:

The next 10 in person winners were announced. The next 10 online winners were announced.

The meeting concluded at 8.45pm with Mr. Mc Keown thanking all the members for attending the AGM and also wished to thank all those involved in organising the meeting this evening including her colleagues on the Board, Ms. Catherine Byrne, and CAVS.