



The Cayman Islands Civil Service Association
Co-op Credit Union Ltd.
NEWSLETTER

March 2010



Long-term loans are finally here!

From the CEO's Desk

Your Credit Union has worked hard and long at providing longer term loans to members based on your requests. We are pleased to announce the introduction of long term loans to purchase homes/properties for a trial period of six months with the following terms and conditions:

- Up to 25 years for property loans starting 1 April 2010.
- Loan amounts between \$200,000.00 to \$400,000.00.
- 10% share contribution with 5% to be transferred to permanent shares.
- Interest rate of 6.75%.
- A salary deduction is mandatory from employer.
- Life or term insurance assigned to the Credit Union.
- Non-refundable processing fee of \$150.
- Application forms and applicable requirements are available on our website: www.cicsa-creditunion.org or you may call our Hotline 943-INFO(4636) for more details.



April & May 2010—Junior Savers Months

From the desk of the MPC...

For many children, money just grows on trees. They don't understand where money comes from; they just know how to spend it. The best time for a child to learn how to handle money is during their early years. By the time a child is a preteen, they are usually responsible enough to keep track of money. It will be years before they hold down a regular job. Allowances can be one of the best ways to get them thinking about spending, saving, and making wise consumer choices. Now is the time to start!!!

Open your child's account during the month of April and May and your child will receive a Savings Certificate of \$10.00 to deposit to their account.



What are Permanent Shares?

Simply put, permanent shares are your permanent ownership in the Credit Union. New international standards of accounting have mandated that credit unions set up a different class of shares that cannot be withdrawn except when the member closes their account.

Credit unions worldwide are therefore moving to create a separate class of shares called permanent shares. Each member is required to purchase a minimum amount of permanent shares much like our entrance or membership fee which cannot be withdrawn except when the member closes their credit union account. The purpose of permanent shares is to strengthen the credit union by increasing the institutional or share capital of the credit union.

Members would then have 2 classes of shares:

Permanent Shares – comparable to a small membership fee e.g. \$25 on which dividends are paid, but is permanent and cannot be withdrawn except upon ceasing to be a member; and

Voluntary Shares – this is your existing shares that would be renamed voluntary shares.

These are any amounts that the member saves/invests in the credit union, can borrow against, earn dividends on, and withdraw at any time subject to any liabilities e.g. loans owed to the credit union.

Our Credit Union has no choice but to introduce permanent shares if it is to remain compliant with international standards of accounting. Detailed information will be sent out to members in advance of a special general meeting to be held later this year to deal with a number of amendments to our Rules, including permanent shares.



When last have you updated your account information?

Don't be mad with us if the Member Services Reps (tellers) inform you that you have to update your profile/complete a form before any transaction can be done on your account. It's just that we have so much mail returned from the Post Office – and some members have complained that they're not getting their statements – that we are trying hard to have correct/current addresses to reduce all the returned/unclaimed mail as well as reduce the complaints. Please clear your post office box regularly because the Post Office will return mail to sender after 21 days. Please also inform us if and when you change your name, mailing address, physical address, beneficiary, contact numbers or employer.



Did You Know that you can borrow your own money rather than withdrawing it? It's called a Within Share Loan. If you withdraw your shares you cannot earn dividends. Therefore, if you take a within share loan you will continue to earn dividends on your shares,

your shares provide the collateral for the loan; you tell us how much you want to repay per month; you will also receive life insurance benefits. Your shares is your ownership in the Credit Union.



Saving regularly while you are repaying your loans provides you with reserve funds on which you can fall in times of emergency such as medical, unemployment, and a down turn in the economy.

Do I Qualify for refinancing/lowering my loan payment?

Perhaps you have had a decrease in salary/income and need some help in rearranging your budget so that you can meet your monthly commitments. Your Credit Union can help you set up or re-do your budget and review your property loan for refinancing which could possibly give you a lower monthly payment. Call the hotline 943 INFO (4636) for more info. You may also download your loan application form from the website: www.cicsa-creditunion.org.



Fees for Delinquency — Delinquency costs the Credit Union and costs you your dividends! When members fail to pay their loans are late in making their loan payment, it affects our delinquency rate and how much money the Credit Union has to set aside as an expense before it can pay members dividends. We urge all members to pay their loans on time in an effort to reduce our delinquency expense. Effective 1 May 2010, the late fee on loan payments will apply from the first day that the loan is late. To avoid this fee please pay your loan on time! A big thank you to those members who are faithful in paying their loans on time. You help to keep our costs down and ensure a better dividend payment to yourselves.

Since our last newsletter, here are our new staff members eager and willing to serve you:



Sidehan Williams
Member Services
Representative



Natasha Jervis
Loans Officer



Yulanda Williams
Asst Loans Manager



Catherine Balderamos
Loans Officer



Yannick Powell
Member Services
Representative

Free Training Offered To You Our Valuable Members

FREE? That's right, it's free! We are organizing a workshop to be held in April on personal finances and you are invited! Let your Credit Union assist you in planning your finances to achieve your personal financial goals.

Check out our website for more details: www.cicsa-creditunion.org

CREDIT UNION SUPPORTS CARIFTA

Credit Union staff members helped to raise funds for the CARIFTA Games and had lots of fun doing so by participating in the Scotia Relays that were held on Thursday 25 February 2010 at the Sports Complex.



Senior Loans
Officer Natalie
Sprinting to the
finish line!



Credit Union Relay Teams posing
with their prizes



Switch Board
Operator Ms
Dorothy jogging
to the finish line!

Reminders!

- **Audit Confirmation**—If you receive a letter requesting you to confirm your account balances to the Auditors, PricewaterhouseCoopers, please respond to them without delay. It is part of the annual audit exercise that some member accounts are selected for shares and loans balances to be confirmed. If the Auditors do not get a response from those selected, then the audit cannot be completed, and the Financial Statements cannot be issued, and Credit Union cannot hold the AGM or declare dividends!
- If you are **applying for a property loan** and your name or status has changed through marriage or the acquisition of Caymanian Status, then you will also need to submit your passport, marriage certificate, and Caymanian Status Certificate (where applicable).
- For your convenience you can **Walk-in or Make an Appointment** to see a Loans Officer.
- **Compliment/Complaints**—If you want to compliment us on our service, need to express a concern, or simply want to make a suggestion, please feel free to fill in a Comments/Complaints Card located behind the Receptionist and drop it in the appropriate padlocked box so that it can be dealt with accordingly. 'Thank You' for taking the time to let us know how you feel!
- **Special General Meeting** - Credit Union plans to hold a SGM mid year to propose amendments to our rules including permanent shares (see page 2) details to follow.
- **Cheque Deposit Box** - Instead of waiting in line, you can drop off your cheque(s) with a completed deposit slip in the Deposit Box next to the Receptionist. We will mail your receipt to you. Please note that all large deposits will require you to complete a source of funds form along with proof of funds and providing a current photo ID.
- All Applications and forms are on our website www.cicsa-creditunion.org

