

## **Heritage Credit Union**

### **69<sup>th</sup> Annual General Meeting (AGM) Summary**

**Monday, April 23, 2018 at 7:30pm**

**Castlegar & District Recreation Centre, Castlegar, BC**

AGMs provide a forum for accountability, transparency and the chance for members to ask questions about our business.

Our Chair, Dan Wack, called the meeting to order once quorum was established and it was confirmed we had 97 members and 12 guests present.

Our Chair welcomed members, special guests, visitors and the guest speaker, as well as introducing Directors who were present at the meeting.

#### Directors Report for 2017

The Chair presented the Directors' Report for the 2017 year. Heritage Credit Union is facing increased competition from both the banks and Kootenay credit unions. We have an aging demographic, ever-changing technology platforms and cyber threats. These issues have been 'top-of-mind' for both the Board and management.

The Board has been "Exploring Strength and Unity", or the exploring the pros and cons of amalgamating with six other credit unions. We will pursue options that are in the best interests of our members and employees.

Going forward, our focus and strategy are clear for 2018 to 2020. We need to manage costs and maintain long term value so we can continue to enhance and support our members' financial lives.

#### CEO Report for 2017

Georg Oberprieler, the CEO of Heritage Credit Union, presented the Operations Report. Heritage Credit Union earned an acceptable \$1.2 million, including dividends, from our Growth Financial General Insurance and Wealth Management subsidiary.

Heritage Credit Union shared \$32,800 or 2% dividends with members through Membership and Investment Equity share distributions and 2% patronage in the amount of \$85,200.

Georg took the opportunity to thank Heritage Credit Union's Board of Directors, management, and all employees for their dedication to our members.

#### Motions from the floor

At the AGM, there were a series of motions on board governance and Heritage Credit Union exploring amalgamation with six other credit unions that were advanced by a few of the members attending.

Motions are points or proposals for consideration. AGMs have formal processes and rules must be followed to ensure these meetings remain fair and democratic. One example of these rules is that a motion to change previously passed motions or bylaws must be distributed to all members well in advance of the meeting. This notice period ensures the full membership has the chance to consider the proposal and decide whether to attend the meeting to participate in the vote.

The member-sponsored motions at the AGM were not distributed in advance. Even though these motions were voted on, because they were submitted last minute, the motions or proposals were considered for information only and are not binding on the Board of Directors. This means the Board is not required to implement the ideas proposed.

#### Auditor's Report

Darcy Haw of MNP LLP presented the Auditor's Report on Heritage Credit Union's 2017 Audit. The members passed a motion, approving the Auditor's Report. The members appointed MNP LLP as Auditor until the close of the next Annual General Meeting and authorized the directors to set the remuneration.

#### Guest Speaker on Exploring Strength and Unity

Kim Andres of Andres Consulting was the guest speaker, speaking on the seven credit unions aiming to combine their operations to serve the needs of members and communities across the Kootenay, Columbia Valley and Boundary Regions of B.C. (the initiative is called Exploring Strength and Unity). Ms. Andres focused on two primary principles: tangible benefits for members, staff and communities, and capacity for full employment.

#### Board Governance

The Chair of the Nominating Committee presented the Nominating Committee Report, announcing three-year terms for three incumbents – Larry Brown, Dan Wack and Corky Evans.

#### Community Investment

The Chair of the Heritage CU Community Investment Committee presented a report on the 2017 activities of the HCU Community Investment Committee. Heritage Credit Union shared \$41,500 with our communities through a variety of sponsorships and donations, as well as \$14,000 in scholarships and bursaries to support local students.

#### Questions from Members

During the New Business portion of the meeting, where members can make comments and ask questions, a member requested that a sign be put up for the disabled parking spot because in the winter you cannot see the designated parking spot. Another member suggested that improvements to the website should be considered.