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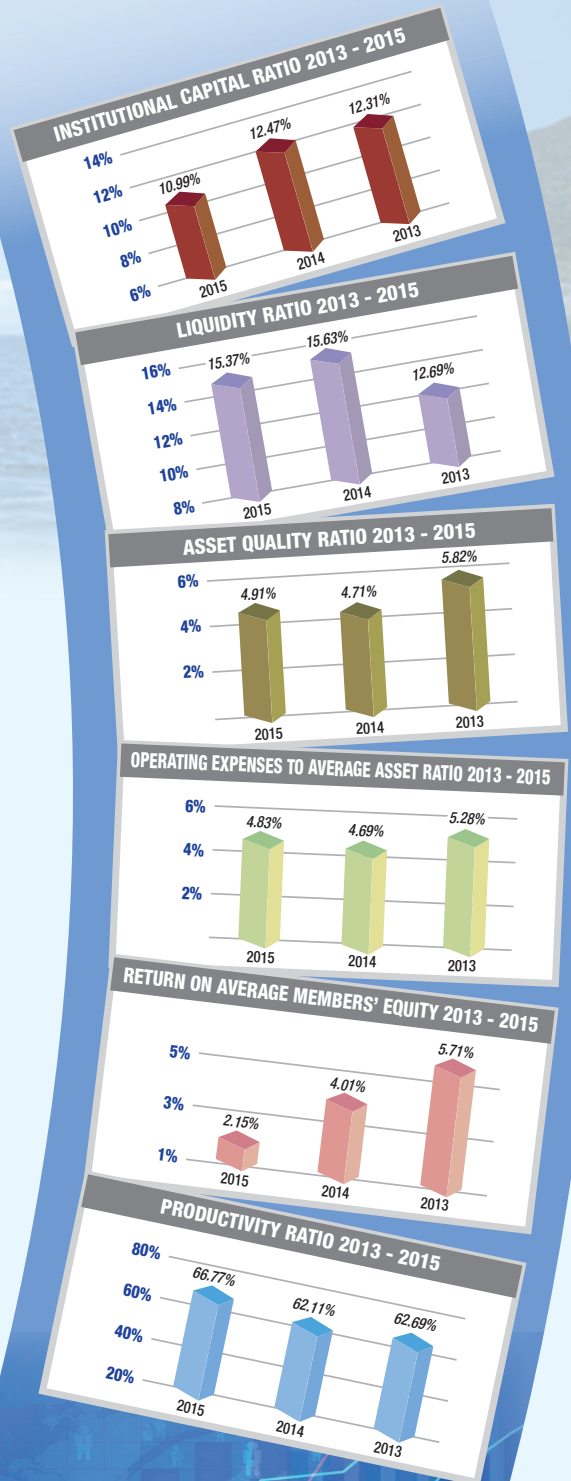
THE QUARTERLY NEWSLETTER OF RHAND CREDIT UNION

ISSUE #1 2016

STEADY AS SHE GOES

What a year! Falling oil and gas prices and a late general elections in 2015 were all part of the lead-up to the announcement: *We are in a recession*. In this environment, RHAND Credit Union has performed creditably. The measures by which we assess this performance are highlighted in the charts to the right. The year-on-year changes in these ratios are very much in line with our expectations for the period. We do have some areas that will require attention in the coming period as we roll out our 2016 - 2018 Strategic Plan. These areas are highlighted in the movement of both the Productivity and Return on Members' Equity ratios which showed some deterioration over the period. We are confident however that the initiatives we are pursuing will produce noticeable reversals in the coming period.

As we move forward, it is our intention to closely monitor our costs across all activities of the Credit Union's value chain and action changes where necessary. We will also meticulously target specific markets with our existing and new product offerings which will allow us to grow the business significantly in the coming period.



ANOTHER FIRST: ELECTRONIC COUNTING OF BALLOTS



We continue to streamline the process of electing officers to serve on our Board and Statutory Committees. In 2015, we outsourced the administration of our elections to a service provider team headed by Ms. Daphne Moore, who has a wealth of experience in the conduct of elections at the national level. At this year's AGM, we will introduce, for the first time, the electronic counting of ballots. What this means is that the election process would be slightly modified from what the membership had grown accustomed to. We expect that it would not only be efficient but should, in a material way, reduce the possibility of errors in the counting of ballots and the overall time for the election process.

The revised election process details are provided below for ease of reference:

- Members are to be provided with special ballots prior to the time of voting.
- Ballots will have all named nominees for the respective Committees and Board of Directors. After receiving their ballots, members will be directed to shade the circle corresponding to their choices for the respective positions on Board and Committees. Ballots are not to be folded or marked.
- Once completed, members will again be directed by the Returning Officer to deposit their ballots into specially-marked boxes. Once this is done, the boxes will be taken up by members of the Elections team and carried to an elections machine where ballots will be processed. This should take just a few minutes before a report is generated detailing the results of the elections. **In the case of Tobago voters, the same process will be followed, except that the ballots will be individually scanned and emailed to the Returning Officer. This exercise will be supervised by a member of the Elections team. The scanned ballots will be collated with the ballots from Trinidad and an overall tally will be determined.**

KNOW YOUR NOMINEES

A critical part of the AGM proceedings is the election of officers to serve on the Board of Directors, Supervisory and Credit Committees. The following is the list of persons who have been nominated to serve.

◆ NOMINEES FOR BOARD OF DIRECTORS:

REYNOLD COOPER
KEDRON DUKE
ANDREA BORNEO- RAGOO
MARTIN GIBBS
MONICA RICHARDS

◆ NOMINEES FOR SUPERVISORY COMMITTEE:

DAVE L. WILLIAMS
PAMELA OGIESTE
CLAUDETTE BROWN
NADINE O. ELLIS
DEBRA D'ABREAU
JISELLE LAING- WILLIAMS
PATRICIA WILLIAMS

◆ NOMINEES FOR CREDIT COMMITTEE:

MARY LOU EDMUND MARCANO
JENNIFER JAMES
JOY DILLON
JENNIFER HARVEY- BETHEL
SUSAN HINDS-MORGAN
LENUS JOSEPH



RHAND WATCH

Children's Christmas Party

Over 3,500 attended RHAND's Children's Christmas Party held in Trinidad (Trinidad and Tobago Prisons Sports Club, Arouca) and Tobago (Mason Hall Secondary School).



Yard Lime

Members were treated to some youth talent as children performed in the earlier segment of the Youth Calypso Competition. Members and guests also partied with the big name Soca Artistes namely Patrice Roberts, Lyrikal and Farmer Nappy.

YARD LIME
Youth Calypso Competition & Party with the Soca Stars
FEATURING LIVE PERFORMANCES BY:
PATRICE ROBERTS
LYRIKAL
FARMER NAPPY
...AND MORE!
JANUARY 22, 2016
RHAND HEAD OFFICE CAR PARK
5 PM
TICKETS \$60
MC: JOHN BENOIT
DOOR PRIZES TO BE WON
RHAND Credit Union