

**The One Hundred and Thirty-Ninth Annual General Meeting  
of the Members of The Victoria Mutual Building Society  
Held on Thursday, May 31, 2018 at 3:00 p.m.  
at the Jamaica Pegasus Hotel,  
81 Knutsford Boulevard, Kingston 5**

**PRESENT WERE:**

Michael McMorris (Chairman), Judith Robinson (Deputy Chairman), Courtney Campbell (President & CEO), Janice McKenley (Group CFO), Keri-Gaye Brown (Group Chief Legal, Compliance & Risk Officer/Corporate Secretary), Phillip Silvera, Peter Brady, Sandra Shirley, Jeanne Robinson-Foster, Noel daCosta, Paul Pennicook,

Proxies

Michael McMorris           - 90,690 Members  
Courtney Campbell        - 3,824 Members

Adrian Goodison, Ainsworth Savage, Akia, Waldron, Albert Clarke, Albert Phillips, Alex Taylor, Alfred Fennel, Alicia Archibald, Alex Lothian, Allison Coleman, Allison Smith, Alva Palmer, Alvena Cooper, Andrea Bicknell, Andrea Brandon, Andrea Gaynor, Andrea Hewitt, Andrea Jackson-Robinson, Andrea Mckenley, Andrea Nelson-Jones, Andreen Sharpe, Andrene Samuels, Andrew Brown, Andrew Forbes, Anella McFarlane, Angela Hyatt, Angela McDonald, Angela Rodney, Angelee Cox, Angella Lewis, Ann Davy, Annetta Winkley, Ann-Marie Brown, Ann-Marie Davy, Ansel Lee, Antoinette Sinclair, Arnold McDonald, Arthur Ellison, Audley Hamilton, Audrey Plummer, Aura Charles, Avis Watkins, B. Hamilton, Bailey Llewellyn, Barbara Johnson Samuels, Barbara Simpson, Barbara Williams, Barrington Tindale, Bartholomew Brown, Benjamin Brown, Bernadette Barrow, Beryl Purrier, Betesha Brown, Bevan Mitchell, Beverley Blake, Beverley Gustaff, Beverley McKenzie, Beverley Peart, Beverley Swaby, Beverly Lawrence, Blossom Lewis Hamilton,

Caler Scott, Carl William Davis, Carla Heron, Carlington Hall, Carlton Brightley, Carlton Green, Carlton Wilson, Carlyle Gordon Jnr, Carmelita Forrest, Carmen Clarke, Carmen Williams, Carol Bloomfield, Carol Cambrian, Carol Leslie, Carol Patterson, Catherine Green, Celetia Walker, Celia McKoy, Cesna McCain, Chante Spencer, Charmaine Brissett, Charmaine Burchell, Charmaine Ottey, Chaseion Rodney, Chavielle Thompson, Cheryl Campbell, Christine Wilson, Churchill Blackwood, Claude Espeut, Claudeous Mein, Claudia Brown, Claudia Clarke, Clayton Mattis, Clover Moore, Colbert Edwards, Collin Woodham, Cora Beharrie, Courtney Barnes, Courtney Thompson, Cynthia Allen, Cynthia Fong, Cynthia Lumsden, Daisy Ottey-Jones, Damian Scarlett, Daneila Wisdom, Daniel Smith, Daphne

Drydale, Daphne Reid, David Groves, David Wint, Davor Bailey, Dawn Allison, Dawn Roper, Debbie Dunkley, Debbie Meek, Debbie Williams, Delonie Kelly, Delores McIntyre, Deloris Sicard, Denise Dawswell, Denise Williams, Denisha Bourne, Dennis Townsend, Denzil Fletcher, Derrick Hyman, Desmarie Campbell, Devon Barrett, Devon Dick, Devon Hudson, Devon Wright, Dezna McLaughlin, Dian Stewart Clarke, Doniva Johnson, Donna Anderson, Donna Williams, Donovan Davis, Donvia Johnson, Doreen Gouldburn, Doreen Ogle, Dorothy Brooks, Dorothy Paragh, Dorothy Smith, Dushane Bisumber, Earl Dawkins, Earl Thompson, Edie Gidden, Edith Stewart, Effiom Whyte, Egbert Dixon, Elaine Merchant, Elaine Slater, Eldoris Dyce, Elethia Ricketts, Elieth McKay, Eloise Cato, Elvis Lennon, Emily Campbell, Enid Gray, Errol Brennan, Errol Hall, Errol Hamilton, Errol Harris, Errol Thompson, Esmine Thomas, Esther Watson, Ethlyn Campbell, Ethlyn Smellie, Eulalee Taylor, Eulett Senior, Eunice Campbell, Everald Campbell, Everald Ellington, Everald Simon, Everard Powell, Everol Wray,

Fadil Lee, Fay Bennett, Fay Parkinson, Fellicita Barnes, Fern Powell, Feronia Thomas, FitzAlbert Howell, Fitz-Albert Howell, Fitzro Bartley, Florence Oconnor, Frances Mighty-Hutchinson, Francine Davis, Francis Barrows, Francis Nembhard, Fred Hudson, Frederick Brown, G. Finn, Gail Bogle, Garnet Dacres, Gassia Harriott, Gealeane Stewart, George Richards, Geovane Morgan, Geraldine Thomas, Gertrude Townsend, Gifford Barclay, Gillian Campbell, Gladys Brown Munroe, Glenda Allen, Gloria Ramsay, Gloria Ricketts, Gloria Russell, Gloria Thompson, Grace Oliver, H. Walker, Handel Bailey, Harold Arthurs, Hazel Fray, Helen Louden, Herbert Bailey, Herma Pink, Heron Thompson, Hope Drysdale, Hopelyn Martin, Horace Taylor, Hortense Brown, Hortense Edwards, Hortense Smith, Howard Dollhouse, Hudson Tinglin, Hyacinth Guy-Foster, Hyacinth Lammie, Ian Wilson, Imogene Spence, Inez McCalla, Ismay Smith, Ivabess Ricketts, Ivy Allen,

Jacqueline Bailey, Jacqueline Gordon, Jahmar Rose, James Stewart, Janet Harrison, Janet Morris-Henry, Janet Russell, Janet Wallace, Janice McAnuff, Jason Lee, Jean Benjamin, Jenipher Staines, Jennifer Creary, Jerence Robinson, Jerico Hanson, Jhodie Simpson, Jhonell Cripps, Joan Alexander, Joan Kerr, Joan McLeod-Thomas, Jodiann Darby, John Burrowes, Jollice Brown, Jose Anderson-Cuff, Joyce Anderson, Joyce Forrester, Judith Forth-Blake, Julian Lynch, Juliet Jervis, Juliette Cuff, Junior Clarke, Junior Dunn, K. Christie, K. Williams, Kadeem Smith, Kadianne Graham, Karan Mellish-Fisher, Kareen Burke, Karelle McCormack, Karema Henriques, Karen Grant, Karen Reynolds, Karen Smith, Kathya Beckford, Karlene Robinson, Kaydene Wright, Kaydiann Williams, Kayla Keane, Keisha Bedward, Keisha Mascoll, Keith Davis, Keneisha Jones, Kennard Rainford, Kenneth Edwards, Kerena Dare, Kerry-Ann Lewis-Roberts, Khori Hyde, Kimeisha Lauder, Kimola Hooper, Kirk Hewitt, Kirk Parke, Kristen Preston, Lamour Grace, Laura Gordon, Lauriston Williams, Lavern Daley, Lavern Wallace, Leacoa Wallace, Lenson Lee, Leontyne Levell, Leopold Henry, Leroy Marshall, Leslie Morrison, Lilette Clarke, Lillian Gayle, Lionel Chambers, Lisa Lee, Lisa

Nesbitt-McFarlane, Lisa Williams-Clarke, Liston Gordon, Litisha Sterling, Livingston Young, Lloyd Higgins, Lloydette Lawson, Lonie Watson, Loran Nnacheta, Loreen McDonald, Loretta Coley, Lorian Gordon-Walker, Lorna Goulbourne, Lorrison Williams, Lovenia Henry, Lovlyn Mott, Lucille Bovell, Luna Fletcher, Lynford Rapley,

M. Hall, M. Wood, Madge Betty, Marcia Knight, Marcia Nichols, Marcia Reid, Marcia Ross, Margaret James, Marguerite Hentish, Marie Bernabe, Marie Livingston, Marion Smellie, Marjorie Bruce, Marjorie Edwards, Marjorie Parkes, Marlene Gordon, Martel Townsend, Martin Dennis, Marva Delilmoore, Marva Gordon, Maudel Charlton, Maureen Rodriques, Maureen Swaby-Samuels, Mauxine Beckford, Mavis Coke, Maxine Evans, Maxine Prince, Maxine Sheriffe, Megan Hanson, Melanie Green, Merline Allwood-Williams, Michael Barton, Michael Dunkley, Michael Edwards, Michael Howard, Michael McAnuff-Jones, Michael Mullings, Michael Patterson, Michelle Francis, Michelle James, Millicent Archibald, Millicent Bonitto, Millicent Clarke, Minalva Smith, Mitsy Mignott, Monica Bailey, Myralin McKenzie, Nadine Allen, Nadine Rochester-Love, Nalda Martell, Namishay Clarke, Naomi James, Nardia Davis, Natalie Dawson, Natalie Johnson, Natasha Adamson, Natasha Gentles, Natasha Reid, Nateisha Pearson-Facey, Nazelin Townsend, Nicholas Halsall, Nicky Whyte, Nicola Hamilton, Nikasha Northover, Nikesha Cunningham, Nikita Austin, Norma Hayle-Henry, Norman Collins,

Olumuyiwa Adedokun, Omar Morris, Opal Green, Orlene Blair-Wright, Osbourne Saddler, Oswald Williams, Pamela Blake, Pansy Taylor, Patricia Gillings, Patricia Slater, Patrick Salmon, Patrick Woon-Fatt, Patsy Perkins Reid, Paul Pennicook, Paula Simmonds, Paulette Aiken, Paulette Grey, Paulette Hutchinson, Paulette Lewis, Paulette Smith, Pauline Fairclough, Pauline Francis, Pauline Johnson, Pauline Morgan, Pauline Smith, Pearlene Crawford, Pearlene Crawford, Peter-Gay Saunders, Peter Fray, Peter Reid, Philip Paragh, Phillip Silvera, Phyllis Davy, Raymond Archibald, Raynard Henry, Quantessa Graham, Remesh Reddy, Reuben Miller, Rezworth Burchenson, Ricardo Hyman, Richard Garnett, Richard Hutchinson, Rickardo Ebanks, Rita Richardson, Rochelle Lawrence, Roger Maxwell, Rohan McDaniel, Roma Jones Morgan, Ronald Barnes, Rosalee Anderson, Rose Francis, Rose Murdock, Rose Pinnock, Rosemarie Coleman, Rosetta Hamilton, Roshellian Talbert, Rowena Campbell-Thomas, Roy Hutchinson, Roxann McLean, Ruby Burey, Ruby Johnson, Rushane Scott, Ruth Long, S. Richards, Samaria McNab, Sandrene Young, Sanita Richards, Sashana Gordon, Shanel McKenzie, Shanique Elliott, Sharline Smith, Sharon Davis, Sharon Hunt, Shawn Grant, Sheere Brooks, Shelly Smith, Shelly-Ann Foster, Sheree Mair, Sheron Small, Sheryl Dixon, Sheryl Dunbar-Simmonds, Shirley Plummer, Shuelain Wright-Burton, Simone Dacres, Solomon Morrison, Solomon Smith, Sonia Bennett, Sonia McFayden, Sonia Nelson, Sonia Phillips, Sonia Williams, Sonia Young, Sophia Williams, Stacy-Ann Dias, Stacy-Ann Kelly, Stacy-Ann Ramsook, Stacy-ann Scott, Stacy-Ann Williams, Stacy-Ann Williams-Nelson,

Stephaney Edwards, Stephanie Dunbar, Stephanie Montague-Gray, Stephen Facey, Susan Smith, Suzie-Ann Baker, Sydney Campbell, Sydney Errar, Sylvianna Johnson,

T. McGregor, Tamara Taylor, Tanya Robertson, Tasha Francis, Tashana Clarke, Tavia Pinnock, Taye Shae Dwyer, Tennis Russell, Thelma Williams, Theresa Webb-Taylor, Tracia Chambers, Trevor McCain, Tricia Haymans, Tricia Murray, Trudy Banhan, Trudy Brady, Tyrone Wilson, V. McDonald, Valeria Hamilton, Valerie Virgo, Valrie Campbell, Valrie Gooden, Valrie Gooden, Valrie Wilson, Vanessa Quarrie, Vecus Blake, Venice Walters, Venita Hanson, Vennesha Anderson, Vereline Bailey, Vernice Coley, Vernon Loulton, Veronica Thompson-Dare, Victor Lumsden, Vievenne Myles, Vinnette Chambers, Viola Edwards, Viola Sinclair-Edwards, Viola Ricketts-Tyrell, Virginia Deslandes, Viviene Anderson, Viviene McBean-Mitchell, Vivienne Jones, Vivienne King, Vivine Oakley, Walter Simpson, Wanda Josephs, Willard Beecher, Winnifred Jackson, Winsome Crumbie, Winsome Fairweather, Winston Hibbert, Winston Simms, Yvette Johns, Yvonne Barnett, Yvonne Davidson, Yvonne Grey, Yvonne King, Yvonne Malcolm, Zabrina Smith, Zadie Hill-McKenzie, Zetlin Shaw.

## **I. CALL TO ORDER AND PRAYER**

The meeting was called to order at 3:10 p.m. by the Chairman, Mr. McMorris who welcomed the Members and invited Mr. Phillip Silvera to open the meeting with prayer.

## **II. NOTICE OF MEETING**

The Chairman invited a motion for the Notice convening the meeting to be taken as read. The Notice was adopted on a motion by Rear Admiral Peter Brady and seconded by Mrs. Jeanne Robinson-Foster.

The Chairman introduced the head table: Dr. Judith Robinson (Deputy Chairman), Mr. Courtney Campbell (President & CEO), Miss Keri-Gaye Brown (Group Chief Legal & Compliance Officer & Corporate Secretary) and Mrs. Janice McKenley (Group Chief Financial Officer).

The Chairman recognized the presence of the following Directors of the Society who were in attendance: Mrs. Jeanne Robinson-Foster, Miss Sandra Shirley, Mr. Noel daCosta, Rear Admiral Peter Brady, Mr. Paul Pennicook and Mr. Phillip Silvera. He also recognized the presence of Mr. Roy Hutchinson, former Chairman of the Society and former Director Mr. Maurice Robinson.

Members of the Senior Management team and team members of VMBS were invited to stand and be acknowledged.

### **III. APOLOGIES FOR ABSENCE**

Apologies for absence were tendered on behalf of Messrs. Matthew Wright, Brian Goldson, Maurice McNaughton, Directors of the Society.

### **IV. ANNUAL REPORT OF DIRECTORS AND STATEMENT OF ACCOUNTS**

The Annual Report of Directors and Statement of the Financial Position for the year ended December 31, 2017 together with the Report of the Auditors were presented at the meeting.

The Independent Auditor's Report in respect of the 2017 Audited Financial Statements was presented by Mr. Nigel Chambers, Senior Partner of the auditing firm KPMG.

### **V. CHAIRMAN'S STATEMENT**

The Statement for the year 2017 was read by the Chairman. He explained that VMBS is a Mutual Society, that is Member-owned and operated for the benefit of its Members. An important part of the business was forging and maintaining deep relationships with Members, clients, team members, our communities and various associates.

He pointed out that the Society delivered a solid performance in 2017. After-Tax Surplus increased by 20.6% for the year ended December 31, 2017 to end the year at \$1,032.774 million compared to \$856.598 million in the prior year. In addition, the Group's Assets increased by \$24.054 billion or 14.8%.

The Chairman discussed the amendments to the Society's Rules which had been approved in 2017 and the significant 2017 initiative in relation to the Victoria Mutual Investments Limited IPO which opened on December 11, 2017 in keeping with the mission of financial inclusion and the strategic goal of becoming a Modern Mutual.

In relation to the Jamaican economy, he indicated that the outlook for 2018 was generally positive and that many of the metrics pointed to an improving economy with macroeconomic stability established with, among other things, stable and low inflation and declining interest rates.

He advised the Members that Victoria Mutual ended 2017 with significant momentum across business lines and strong indicators that this will continue into the year ahead. With all business units and teams working together as a Strong Integrated Financial Group, the expectation was that the team will continue to deliver results that will propel Victoria Mutual to its key targets.

Against this backdrop, the Society will maintain a tenacious focus on streamlining its operations and delivering technology-inspired Member experiences, as the Society continued to transform to a Modern Mutual.

## **VI. PRESIDENT'S REPORT**

At this point, the Chairman invited the President & CEO - Mr. Courtney Campbell to present his Report.

The President & CEO commended the Members present for the large turn-out. He pointed out that the Annual General Meeting (AGM) was being held earlier than before as part of the Society's commitment to continuously improve service to our Members. He also advised the Members that the AGM was for the first time being streamed live on Facebook.

He outlined the Society's history of empowering Jamaicans during the 140 years of its existence. He read the Mission, Vision and Core Values to the Members and emphasized the new VM Culture and articulated the urgency with which the Team was taking steps to have the tools and technology necessary to continue to deliver Member Value and improve lives. He emphasized that achieving Member satisfaction was at the heart of everything done by Victoria Mutual at all points of interaction and he indicated his hope that Members will continue to deepen their relationship with VMBS and its subsidiaries.

The Members were informed that as a Mutual organization, the Society is owned by and run for the benefit of all Members, regardless of the size of their savings account or loan and highlighted that value is delivered by way of attractive rates on savings, investment and loan products, as well as the lowest transaction fees in the market.

He highlighted the initiatives and current campaigns of the Society to empower Members through home ownership whilst ensuring a highly talented and engaged team. It was noted that in the last quarter of 2017, VMWM's Team Members emerged as the first and third place winners in the Jamaica Stock Exchange Market Research Competition.

Victoria Mutual was also proud that Team Members were crowned champions in the Jamaica Moves Corporate Challenge.

The President & CEO reported that Victoria Mutual performed well in 2017 with a Net Surplus of \$1.03 billion, which was 20.6% above the \$857 million achieved the previous year. In addition to this, an estimated \$337 million in value was created and delivered to Members through favourable interest rates and fees, as well as discounts offered to Members by the Society's subsidiaries. The Group also remained well capitalised during the year.

Members were informed about the growth in the Group's On-Balance Sheet by 9.8% in 2017. In relation to Off-Balance Sheet Assets, it was noted that the increase of 14.7% was due primarily to the growth in Victoria Mutual Pensions Management Limited's funds under management and a new suite of Unit Trust products introduced by Victoria Mutual Wealth Management Limited in 2016.

One of the significant highlights for the Group was that in December 2017, Victoria Mutual Investments Limited offered 20% of its share capital to the public through an Initial Public Offering. This was the first IPO of an entity owned by a mutual financial institution in Jamaica and was almost four times oversubscribed: the Company sought to raise \$0.68 billion and subscriptions from 4,320 applicants totalled \$2.8 billion. He thanked Members of the Victoria Mutual family and the wider public for the confidence and support demonstrated in this capital raising initiative.

The Members were updated about the formalization of the VM Group Service Standards to deliver world-class service to Members, as well as the modernization efforts in relation to processes for faster more efficient service delivery. The President also updated Members on the activities of the Innovation Lab, the upgrade to the core banking system of the Society and the enhancements to online banking channels carried out in 2017 to provide greater functionality, convenience and speed.

He stated that in 2018, Victoria Mutual will continue to upgrade the online banking platform, roll out a new customer onboarding system and complete the

implementation of a new Investment Management System across the Group. He discussed the positive impact of the opening of the VMBS Mortgage Centre in Liguanea in June 2017 in helping ordinary Jamaicans achieve their financial independence through home ownership.

The President & CEO reported on the work of the Victoria Mutual Foundation which was established during 2017 to provide greater structure to the philanthropic activities of the Society. The areas of focus for the Foundation were youth empowerment, leadership & nation building, and health & family.

It was noted that some of the Society's key initiatives for 2018 included:

1. The promotion of a VMBS Commercial Mortgage
2. Updated cash secured loan offer with competitive interest rates
3. Motor vehicle loans
4. Unsecured loans
5. Intelligent ABMs
6. New Branch – Fairview, Montego Bay
7. New Representative Office in New York

In closing, the President thanked Members, Team Members and Directors for their invaluable support. He stated that the changes will set VMBS on a path to better meet the needs of Members as owners and customers of the Society. He invited questions from the Members on the Auditor's Report, the Statement of Accounts, the Directors' Report and the President and CEO's Report.

The questions and answers are attached hereto in the Appendix and are deemed to form part of these Minutes.

## **VII. APPROVAL OF RESOLUTIONS**

### **RESOLUTION 1**

The Chairman moved a motion for the approval of RESOLUTION No.1:

“That the Audited Group Accounts for the year ended 31 December 2017 and the Reports of the Directors and Auditors circulated with the Notice convening the meeting be and are hereby adopted.”

The motion was seconded by Mr. Phillip Silvera and was duly passed with all voting in favour.



## RESOLUTION 2 - ELECTION OF DIRECTORS

It was noted that pursuant to Resolutions 2 (a) and 2(b) Mr. Brian Goldson and Dr. Maurice McNaughton had retired from office by rotation in accordance with the provisions of Rule 59(1) of the Society's Rules and being eligible, had offered themselves for re-election.

Mr. Brian Goldson and Dr. Maurice McNaughton were re-elected en bloc on a motion by Mr. Roy Hutchinson and seconded by Mr. Livingston Young, with all votes in favour.

The Chairman read Resolution 2(c) which indicated that Mr. Phillip Silvera, having been appointed to the Board since the last AGM had retired from office by rotation in accordance with the provisions of Rule 60 of the Society's Rules and being eligible, had offered himself for re-election. He invited a motion for the re-election of Mr. Silvera and for a Member to second the motion.

Mr. Silvera was re-elected on a motion by Mr. Livingston Young and seconded by Miss Marcia Nicholls, with all votes in favour.

## RESOLUTION 3 - APPOINTMENT OF AUDITORS

The following Resolution (RESOLUTION No. 3) was moved:

“RESOLVED THAT,  
KPMG, Chartered Accountants, be and are hereby appointed Auditors of the Society pursuant to Rule 72 (1) of the Society's Rules, to hold office until the next Annual General Meeting at a remuneration to be fixed by the Directors of the Society.”

The appointment of KPMG was approved on a motion by Mr. Livingston Young and seconded by Ms Karen Smith, with all votes in favour.

**VIII. ANY OTHER BUSINESS**

There was no other business discussed.

**IX. TERMINATION**

The meeting was terminated at 5:50 p.m.



Chairman



Date

## APPENDIX

### Q&A

**Ms Pauline Fairclough:** – congratulated the team for a good performance and more importantly, the team's great interest in customer service.

She stated that she had attended a forum and boasted about no dormant account fees. She stated that she requested a withdrawal at VM one day and when she checked her passbook, she noticed \$100 when her expectation was that it should have been \$90 and it was explained that it was a withdrawal fee. As a result, she applied for a VM card so that she would not have to pay fee.

She was also advised that VM was not renewing passbooks and in order to perform a withdrawal without it, she had to sign several documents and was told the cost was \$700 for a new book. When she asked what would happen if she was conversant with the ATM, she was told that it would be recorded on the system.

The Chairman apologized for the frustrating experience and indicated that he would ask a VMBS representative to speak with her.

**Mr. Earl Thompson:** – stated that based on the demographics of Jamaica, it would be wise to bring young new members to the Board. He also stated that he did not think VM was aggressive on growing market share so that Members can have a better return.

**Mr. Devon Dick** – commended Management on the Reports received. He noted the 70% increase in mortgages. He noted the reference to GDP in the commentary on economic growth versus the Economic Growth Council's reference to -2.3%. He asked about VM's interest rates and whether it was the lowest.

The Chairman in response stated that in previous year, it was 1.5% and then fell to 0.5%.

**Mr. Devon Dick:** In relation to the national data, he indicated that he did not get the connection between that and how it flows through to VMBS.

The Chairman stated in response that VMBS tried to ensure a spread in middle and our spread was the narrowest in the market.

The President in response to Mrs. Fairclough stated that she will be pleased to know that the Society has changed the policy in relation to passbooks; and the Society is encouraging Members to migrate their transactions to online channels and the ABM.

He stated that market share grew in 2017, and that the Society was comparing itself not just with mortgage institutions, but also with all banks. Market share grew by 1% and the Society was now at 6.5%.

The current mortgage rate was 8.5% and a special rate of 7.99% was offered recently during the VMBS Mortgage Expo.

The Chairman in response to Mr. Thompson said that the Society was not minded to make age or gender be a limitation and indicated that the focus was on expertise and talent. He advised that a new Director had been recently added to Victoria Mutual Pensions Management Limited, Mr. Michael McAnuff-Jones.

**Mr. Ronald Barnes:** - suggested development re logistics. In tourism, Oracabessa and Boscobel should be targeted for crustacean business.

**Mr. Livingston Young:** - asked for clarification in relation to a line item on page 126 Financial Risk Management, Note (ii) Table at bottom of the page.

The Chairman stated that Members all over the world placed money in different currencies, investing and spending. The reference to 1000 means 1000 million.

**Mr. Livingston Young:** - Who are the Key Management Personnel referred to on page 162?

The Chairman indicated that they are related parties and that Interest on loans was \$7M.

**Mr. Livingston Young:** – asked about the subsidiaries on page 162.

The Chairman responded that the item referenced loans and deposits from subsidiaries of the Society, interest and dividends.

**Mr. Winston Simms:** - indicated that a friend wanted to purchase a property and was told about an age limit of 65 years for the granting of loans by other banks. Does VMBS have a similar restriction? Think VMBS should look into this.

**Ms Namishay Clarke:** – Proud Member of the VM family and advised the audience that her mom owned her home through VM in 1999.

She indicated that she wanted to purchase a vehicle and got a deal re Honda for \$2M. The issue was that she had a problem with getting \$700,000 sent off by wire transfer. She stated that emergencies do occur, so VM should assist in the best way and time. She said that the car was parked outside now, but she wanted the Board to know about the issue.

The Chairman indicated that in response to Mr. Barnes, the Society was open to assisting with the crustacean business and funding logistics in order for businesses to grow. That is why the subsidiary VMIL was set up, to redirect capital into those economic sectors, and support credit-worthy business opportunities.

The President indicated that in relation to the suggestion re Boscobel, VMBS was looking at placing branches in other locations and will bear that suggestion in mind. He confirmed that VMBS did not currently have business in Cayman. It was closed.

In relation to the age limit of 65 years, when the Society lends, insurance coverage is required for mortgages. The older you are, the more difficult it is to obtain that insurance from the insurers. When VMBS does it, it has to be paid off by age 70 years.

In relation to the wire transfer issue re the purchase of the motor vehicle, the President advised that Mr. Ebanks will speak to Ms Clarke.

**Mr. Earl Dawkins:** - noted that VMBS was expanding a number of subsidiaries, benefits to Members, valuations, BCIC discount, VMIL and discounts to Members, and that was good integrated service.

He stated that Members had to be filling out the same information in each of these organizations and recommended a solution to share the information if possible. He thanked VM Wealth for facilitating his transaction.

**Mr. Lauriston Williams:** - stated that he was low saver. He commended the brilliant team, especially Mr. Courtney Campbell, stating that he gave him a grade of 150% for public relations, highlighting that he did well at it.

He had a few questions to ask. He had a little money in savings and decided to withdraw it and was told he had to get two (2) references with ID. He said he was upset and was eventually quieted and consoled by a staff member.

Mr. Williams pointed out that other places asked for two (2) IDs for me to show to people I don't even know, but he was of the view that they should show him their ID.

Other questions were asked in relation to online set up. It was noted that 2 testimonials were needed to get on. He also asked if there were special incentives for borrowers.

**Mr. Bartholomew Brown:** - stated that he had been a Member of VMBS for several years and operated a pest control business. He informed the Members that if they had a need for this type of business they could call him at 827-9813.

Miss Keri-Gaye Brown advised that the Society was in the process of rolling out a new Onboarding Solution for the account opening process and Members would be able to select the option to share information across the Group. The information will be rolled out across the Group, so that Members won't have to start the process again at each SBU.

In relation to re-activation of accounts, Miss Brown advised that the Society had to abide by the BOJ Regulations and so if the account was dormant, the Society was required to ensure that the relevant documents were collected in order to maintain the Deposit-Taking Licence issued by the BOJ.

The Chairman spoke about the reference to low/small savings, stating that no savings are too small; it is important to the Member and each Member is valued regardless of the amount.

**Mr. Lionel Chambers:** – raised two issues in relation to online banking and ABM cards:

1. Why are the digits added to the user name re online banking?
2. New ABMS persons going with chip and pin cards. I have a phobia re scamming.

Mr. Ebanks responded, advising that the digits were added by default. He stated that he recognized the challenge and that if a Member engages the VM team, they will receive help with an alternative way to simplify it.

**Ms Nikesha Cunningham:** – asked why ATM log in takes so long to become available.

**Ms Blossom Hamilton** – stated that her membership with VMBS was over 30 years. She stated that when her mother died, there was an issue when she tried to do a withdrawal and was not able get funds re funeral home from the joint account. She had to get a J.P.

The Chairman asked a VMBS representative to assist.

**Ms Natasha Gentles:** - indicated that she had 3 kids, (14, 11 and 6 years). When lodging, need a passbook and she noted it was \$700 for each account.

**Ms Brown:** - re the school savings programme, daughter said there was none at her school and no staff goes to collect funds (Rollington Town).

Mr. Peter Reid stated that in relation to the VMBS Schools Savers Programme, the team struggled with it as it created a vulnerability for the schools. VMBS wanted to create a programme where funds are deposited directly at the VMBS Branch and not at the school.

In response to the question about passbooks, he stated that passbook printers were now obsolete, and passbooks were being phased out. He said that VMBS wanted Members to move to statement prints. He encouraged Members to get ATM cards and get mini-statements regarding account balances.

**Ms Sheere Brooks (Portland):** – asked whether there were any plans to open a branch in Port Antonio and if so, when?

**Mr. Sydney Errar:** – Today I am seeing women outnumber men and any organization that has that should be proud. Re NIDS- what can VM do to educate on section 40 of the NIDS Bill?

**Mrs. Rowena Campbell-Thomas:** – stated that she currently operates a small business outside of her regular job and most of her savings were with VMBS. She had an issue with the seven (7) working days to clear cheques, as it is inconvenient.

**Ms Karen Reynolds:** – when first did mortgage, it was a streamlined process, 1-2-3 when I was living in Florida. Did it online, Sasha –Gaye Wilson handled it, it was shorter approval. She now had a problem. Background in Finance, retired now, need

to see more seminars for the education of Members. She said she travelled a lot, and VM does not accept US\$1000 per day. She has on occasion had to send different persons with deposits, to have it done incrementally.

Also, in relation to a Branch lodgement, her ID was a Florida Driver's Licence, now have to produce with my insurance card, references were the problem.

**Ms Cynthia Fong:** - stated that she has been a Member since 1976. A lot of things could be dealt with through compromise. Spent life in service. Could call someone at a higher level. I am honoured to have Mr. Courtney Campbell, a man of impeccable pedigree, amazing for him to be here at this point.

Rules & regulations – have to deal with rules outside, if we know the hoops outside, you would live through what we have to do here. Lost money in FINSAC but not at VMBS. I have not felt like I am not a part of the family; I feel like an intruder at other institutions. She saluted those going ahead and advised the team not to gallop. Walk steady and firm into the future. She said her son used to say: “Are we going to big V today?” He is now 28 years old. You are the big V in my life. Love you.

The Chairman stated that at VMBS we live as a family.

**Mr. Eric Heslop:** – Loan impairment, page 37 allowance of \$184M under IFRS 9- moving to expected credit loss, expecting significant increase in this line item. Not saying that VMBS is not currently reviewing the possible impact but could you give an indication of the likely increase five (5) months into the year?

**Ms. Nikesha Cunningham:** – Why does cash take so long to reach to an account?

The President indicated that right now it has to be physically counted before being posted. He advised that with the new machines, it will be credited right away.

In relation to the question re Port Antonio, he advised that Management will look at it to see if it is viable.

In response to the question raised by Mrs. Campbell-Thomas, the President advised that the clearing period was longer for cheques because VMBS was not a bank and was not a part of the clearing system. As a result, it takes a longer time for VMBS because we have to use a bank for those transactions. He suggested that the quickest way was to use the RTGS.



In relation to Educating Members, VM has had a number of Expos and VM Wealth has a periodic Investors Forum. Plan to do more and we care about your financial independence, so will be the institution to educate and empower Members globally.

**Facebook message: Mrs. Melanie Williams-Douglas:** – If account not active for period of more than 3 months, will have to update?

The President indicated that an account may have missing information, so we have to request it, e.g. Proof of address. It has nothing to do with 3 months inactivity.

The President advised the Members that Mrs. Janice McKenley will answer the question pertaining to IFRS 9.

Mrs. Janice McKenley confirmed that VMBS is prepared and ready. The IFRS 9 changes took effect on January 1, 2018. The recent JSE release re VMIL also included this information.

IFRS 9 is a new accounting standard related to financial instruments. Previously based on past events impairment but it was now forward looking, have to assess how the economy is performing, impact on future loan losses and impairment.

The Chairman indicated that VMBS accepts foreign IDs and a VMBS representative will speak to the Ms Reynolds.

In relation to the chip and pin technology question, the Chairman indicated that it is much safer and that Members should not be afraid to use it.

The President thanked all Members or their feedback and indicated that any other queries may be sent to [manager@vmbs.com](mailto:manager@vmbs.com)

He stated that this was not PR as “We do want to hear from you.”