



Capital  
Credit Union

ANNUAL REPORT  
**2024**

Notice of  
Annual General Meeting

We  lending



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## Notice of Annual General Meeting

for the year ended 30<sup>th</sup> September 2024

Notice is hereby given that the 58th Annual General Meeting of Capital Credit Union Limited will take place online at **7.00pm on Wednesday 4th December 2024**, via the Zoom Webinar platform.

If you wish to attend the AGM, you need to register using this link [www.capitalcu.ie/AGM](https://www.capitalcu.ie/AGM)

The closing date for AGM Attendance Registration is close of business Friday **29th of November 2024**.

When registering for attendance at the AGM, you will need to provide your Name, Account Number, personal email address, and contact phone number.

Once your registration is validated, a link will be sent to your registered email address by **Tuesday 3rd December 2024** to enable you to access the AGM via Zoom.

As questions may require supporting documentation and/or research by way of reply, members are requested to send any questions they have prior to the AGM with your name, account number and phone number to [agm@capitalcu.ie](mailto:agm@capitalcu.ie) to arrive before close of business on **Friday 29th of November 2024**. You can submit a question during the AGM by using the Q&A function at the bottom of the screen.

Motions, rule amendments and elections at the AGM will be conducted by way of online poll. The votes will be tallied electronically and verified by a member of the Board Oversight Committee.

All non-presenting participants will be muted and have their cameras switched off to allow the smooth running of the meeting. The AGM meeting will be recorded for minute taking purposes.

There will be **10 attendance prizes of €100 each for members** who attend the AGM. The winners will be randomly selected based on the attendees and announced at the end of the meeting.

## AGM Agenda

- |   |  |
|---|--|
| 1. Ascertainment that a quorum is present   | 10. Report of the Governance & Nomination Committee              |
| 2. Adoption of Standing Orders              | 11. Election of Directors, Board Oversight Committee and Auditor |
| 3. Minutes of AGM 2023                      | 12. Rule Amendments  |
| 4. Report of the Chairperson                | 13. Report of the Board Oversight Committee                      |
| 5. CEO Report                               | 14. Report of the Audit, Risk & Compliance Committee             |
| 6. Community and Marketing Report           | 15. Announcement of election results                             |
| 7. Sustainability Report                    | 16. Any Other Business   |
| 8. Report of the Auditor                    | 17. Close of meeting   |
| 9. Presentation of the Financial Statements |  |

*John O'Neill*

John O'Neill, Secretary

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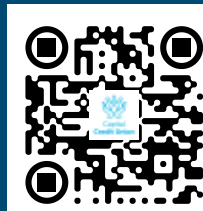
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## Report of the Chairperson

### To the Members of Capital Credit Union



On behalf of your Board of Directors I am very happy to welcome you to our 58th Annual General Meeting and to present our 2024 Annual Report.

The year to 30th September 2024 was a year of growth for Capital Credit Union. One of our core functions is lending to our members and I am pleased to report that the Loan Book increased by €13.2m, a 13% increase. A big portion of this increase is in mortgages where we offer very competitive rates while responding to our members' and community needs in a market where the choices are now fewer.

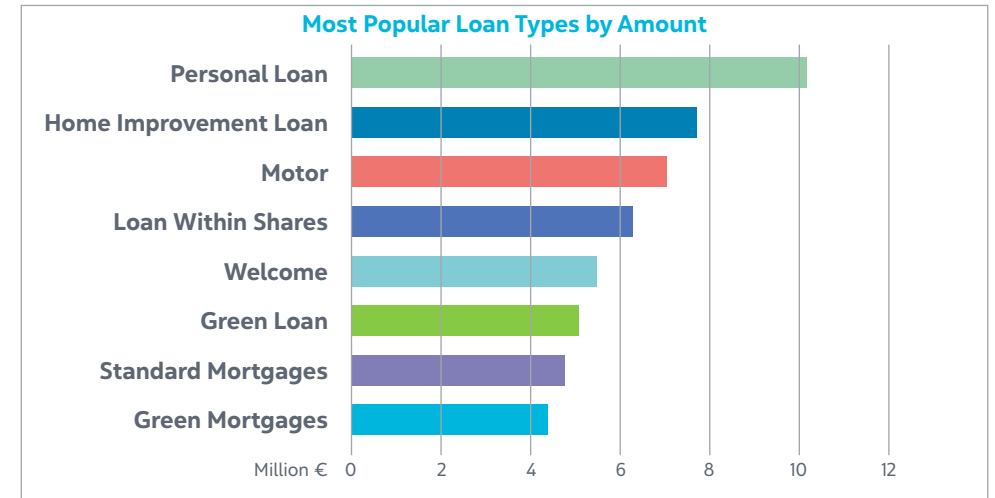
In line with our overall sustainability agenda, sustainable lending is a key component of our strategic plan. We continue to hold meetings and webinars to assist our members in choosing the most suitable and cost effective options to retrofit and install alternative energy systems. We provide attractive Green Loans as part of this very important and necessary transition. Our Green mortgage is also proving popular for those with high BER ratings on their homes.

That sustainability agenda sees us exploring every avenue to reduce our carbon footprint and we will be looking to you, our members, to assist us in this goal. For example, do you really need a printed receipt or printed statement when you have online access to validate your transactions?

This year we introduced two Fixed Term Deposit accounts. Members invested €1.7m at competitive interest rates. This is an attractive option for members who are in a position to deposit for a fixed term and get a much better return. We intend to offer further similar deposit accounts in the coming year.

Your Credit Union ended the year with a surplus of €2.4m and we are very happy to recommend a dividend of 0.25% while maintaining growth in Reserves. This outcome would not have been possible without the commitment and effort that our staff and management have made in providing you, our members, with the personalised service that has resulted in Credit Unions topping the league of trusted service providers year after year.

In late 2024, Capital Credit Union launched its new mobile app, a significant step towards our digital transformation. This app offers members secure, convenient access to their accounts and services while still retaining all our personal service options. More importantly, by embracing this digital solution, our members are not only benefiting from enhanced features but also contributing to our sustainability efforts through reduced paper usage. It's a win-win for our members and the environment.



Through our Community Council sponsorship program, €51,000 was distributed to over 45 local community groups within our common bond this year. Noteworthy initiatives included supporting a charity in launching a large-scale fundraising and recycling project and helping to send local students on their first-ever school trip to France.

As many of you are aware, we endeavoured to introduce a new IT system in January and we ran into difficulties. I am aware that this caused inconvenience for members and we again apologise sincerely for this. The issues encountered in the migration are currently under review. However, we have now moved on from this and are actively working with our current IT provider to improve our services, both digital and in person.

Two comprehensive member surveys were conducted throughout the year, and the outstanding response levels from our members provided invaluable insights. These insights have equipped our management team and board with a deeper understanding of our members' needs, allowing us to make informed decisions that will enhance our services and better meet the evolving expectations of our community.

On behalf of the Board I want to thank our CEO, Mr Pat Byrne, his Management Team and all the staff for their commitment and constant willingness to provide the best service to you, our members, despite the fact that change can sometimes be challenging. The result of this work is the continued growth and strength of your Credit Union.

I also want to take this opportunity to thank my fellow Board members, Board Oversight Committee and Committee members, all of whom are volunteers. They all give very important service to the Credit Union and are always willing to address whatever demands and opportunities that arise.

*Peter Morrissey*  
Chairperson

## CEO Report

### To the Members of Capital Credit Union



I am pleased to be able to report a very positive year financially for Capital Credit Union, with a surplus of €2.4m for the year, a 69% increase from last year. This has been the result of increased lending and an improvement in investment returns and is a testimony to the continued loyalty of our members in borrowing with their credit union.

While the Irish economy is performing well at present, continued political disruption around the globe means that we cannot be complacent in our management of the credit union finances and we very much appreciate the continued support of our members in these uncertain times.

#### Members

In the past year we had 2015 new members joining from all areas of our common bond. With 50% of new members aged under 30, the future is bright for the continued growth of the credit union. Approximately 40% of new members used our online services to join up, a number we hope to improve on over the coming year with the launch of our new mobile app and digital on-boarding functionality.

#### Savings

As in the previous few years, we have been continuing to pro-actively manage savings growth in order to prevent pressure on liquidity and reserve management. This has entailed having both an overall savings cap and a monthly savings limit in place, with the result that overall savings in the credit union have remained static over the course of the year. With the loan book continuing to improve, we will be reviewing these limits on an ongoing basis over the coming year with a view to loosening the limits in place over time.

As promised at last year's AGM, we launched two fixed term deposit account options during the year, a 5 year 2% account and a 3 year 1.5% account. Interest in this type of account was positive and we intend to launch similar offerings over the coming year.

We continue to provide Life Savings cover up to a maximum of €5,000, which covers the vast majority of our members' savings, subject to the terms and conditions of the insurance.

#### Lending

Loan demand continued to grow during the year, resulting in a record amount issued of almost €53.8m and bringing our year-end loan book up to over €114.7 million, an increase of 13% for the year. The number of loans issued was 8,843, an average of 737 loans per month. Our very competitive interest rates on larger loans continue to attract good attention, while our promotional rate for 'loans within shares' helped to boost the number of borrowing members for the credit union, which is always an important metric.

Personal loans were issued for a wide range of purposes from motor to holidays, to home improvements, medical etc. We are very proud of the fact that 17% of our lending was for green purposes, including green mortgages, home improvements and for electric and hybrid vehicles.

Demand for mortgages continues to grow, with €9.6m in mortgages issued during the year, a 90% increase from last year and brings our mortgage book up to €19.2m. In the coming year, we will be participating in a movement wide initiative to grow a standard credit union mortgage product range.

Business lending continues to grow and is an area we intend to continue to develop over the coming year. As well as our own competitive interest rates as per our Bizfin offering, we are also participating in the Ukraine Credit Guarantee Scheme specifically geared towards businesses affected by the Russian war on Ukraine.

I want to thank our lending team for the tremendous effort put in to satisfy the demand for loans and to ensure that the loan process was as smooth as possible for borrowers.

Our level of arrears has remained low throughout the year, which is a sign of the commitment of our members to the credit union. It is also testament to the professionalism of our credit control team and to the quality of loan underwriting by our lending team.

This year we charged off €613k in bad debts, slightly lower than last year, while recovering €419k of previously charged off loans and we continue to pursue all loans that have been charged off. The Board of Directors deem it prudent to maintain a provision for bad and doubtful debts of €3.3m.

#### Other Services

Through Peopl insurance, we continue to provide both general and life insurances on a referral basis and at competitive rates. Cover is available for Motor, Home, Travel, Life and Mortgage Protection with the focus being for the benefit of our members as opposed to maximizing profit for the insurance companies.

We also continue to partner with Zurich in providing savings and investment advice, also on a referral basis, for those with needs in this area.

These products provide an important source of non-interest income for the credit union and I would encourage members to give Peopl the opportunity to quote for your next annual renewal for any of these insurances.

Our Member Death Benefit Indemnity (MDBI) with a benefit of €3,500 continues to prove popular, providing assistance for those bereaved with the funeral costs of their loved ones. However, due to a negative claims experience, our insurers have informed us of an increase in the premium for next year to €108. This premium is very much based on the level of participation in the scheme and the claims experience, so it is important that members make use of this very competitive product.

#### Operations

As noted last year, the nature of member transactions with the credit union continues to evolve from manual, counter based, to online transactions. Over the last year, automatic and online transactions increased to an average of 53,000 per month, with counter transactions reducing to an average of 18,000 per month. We have introduced developments in the form of our online App, online loan applications and drawdown, and digital onboarding of new members, which show our determination to improve access to all our services for members and potential members.

We continue to provide our full range of services in all eight branches in our community and we thank our members for their loyalty to their local branches. We closely monitor the usage of our branches in order to maximise the benefit to members while also managing our staff and resources as efficiently as possible. We have recently reduced the opening days for the Ballinteer branch and increased the Drimnagh branch days for this reason.

Our phone lines continue to be busy, with an average of just under 300 calls per day. We are proud to be an organisation where members ringing in get to speak with the person they need straight away. Our front line teams respond to calls, emails, web messages, online messages and web chats daily and have been complimented on their service levels throughout the year. Once again this year, credit unions have come out on top in member service and in being the most trusted brand in Ireland and we are very proud of our staff for their contribution to this.

**IT**

As you may be aware, the migration of our core IT system in January did not go to plan, resulting in the decision being taken to revert to our existing IT provider. The issues encountered resulted in disruption to online access and delays in branches for certain services and we again apologise to members for the inconvenience caused by this. The matter is currently under review and I expect to be able to provide further information in due course.

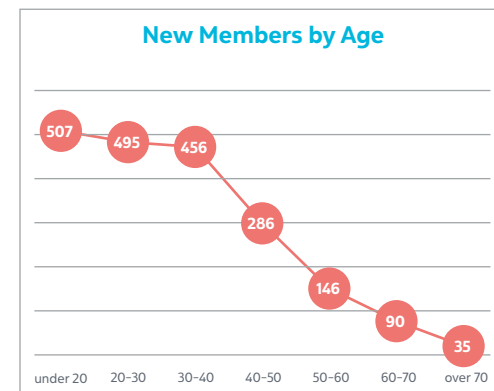
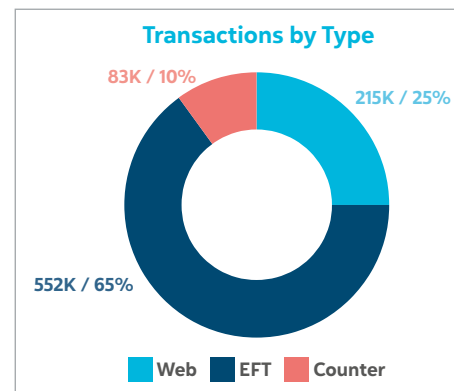
Meanwhile, we were delighted to recently launch our new online app, *Capital Credit Union Dublin*, in both iOS and Android with additional features and improved accessibility. I recommend that you download it from your app store and make full use of its functionality for lodging, withdrawing, statements, loan applications, messaging and document upload.

One of the benefits of the app, that we hope will help the environment, is the viewing of transactions and statement generation. We believe that this is an opportunity to reduce the printing of receipts and statements, which will be a big move forward with our green sustainability agenda. I hope that members will agree over time to use this instead of requesting receipts in branch and also sign up for e-statements to reduce paper use and printing costs.

**Financial**

As always, management of the balance sheet is a primary consideration for the Board of Directors, and they do so strategically and with prudence to ensure that the credit union is well capitalised and stable for the future. The Central Bank has recommended, rightly, that credit unions place emphasis on growing capital reserves to provide for future stability and resilience. It recommends a prudent approach to distributions in the context of reserve management.

This year, I am happy to report that, in view of the strong financial performance, the Board is recommending a dividend of 0.25% on share accounts, while also being in a position to strengthen the reserves of the credit union.



**General**

We are proud of our ongoing community engagement through community projects and organisations throughout the common bond as outlined elsewhere in this report.

The recent changes to the Credit Union Act will provide new opportunities to evolve the business of the credit union through new opportunities for collaborations and other exciting developments. It also addresses many governance and operational issues and concerns that credit unions have raised over the past number of years. We will endeavour to maximise the benefits afforded by the new Act for the benefit of our members.

**Conclusion**

Finally, the development and growth of the credit union would not be possible without our proactive and fully dedicated Board of Directors, Board Oversight Committee, and our really excellent staff.

I would like to commend and sincerely thank our Management and Staff Teams for their hard work and support during what was at times a challenging year. They ensured that our members’ needs were looked after in a positive, caring and supportive manner in keeping with the credit union ethos.

I would like to thank our Board of Directors, Board Oversight Committee and Community Council, all of whom serve on a voluntary basis, for their strong governance, positive leadership and support in the development of the credit union.

I would like to thank you, our members, for your continued support of and confidence in the credit union. Capital Credit Union is Your credit union and exists solely for your benefit. We endeavour at all times to offer the financial services that you need, with loans at the most competitive rates we can achieve. I would request that when you, your family, friends and neighbours are considering borrowing, you engage with your credit union in the first instance – you will find a responsive, efficient and friendly service at great value rates.

*Patrick Byrne*  
Chief Executive Officer

## Community and Marketing Report

### To the Members of Capital Credit Union

In the 2023/24 financial year, we've been more active than ever, deepening our connection with members and the wider community. Through dynamic marketing initiatives, we've worked to enhance brand awareness, ensure consistent communication, and improve the member experience at every interaction. This year, we saw the successful implementation of initiatives supported by our 2023 Community Development Fund recipients, alongside the continued backing of local community council projects, all aimed at fostering positive change. At the heart of our efforts is a commitment to supporting our members, and we're pleased to present the Community and Marketing Report to share these achievements.

#### Community Development Fund Updates

In 2023, our Board of Directors approved the creation of our Community Development Fund, which provided €100,000 to support significant community projects that will have a long-term impact on the local community. Below is an update on the positive progress made by each of the recipients:

##### **Blarney Park / Kingfisher Project**

Capital Credit Union's sponsorship has helped the Kingfisher Project at Blarney Park, Kimmage, transforming public lands into community spaces for climate resilience and biodiversity education. In 2024, this support enabled the launch of the Urban Pixel Initiative, aiming to convert 100 urban gardens into biodiverse spaces that foster local food production, wildlife habitats, and rainwater conservation. Head of the Kingfisher project, Donal O'Laoire, was extremely thankful for Capital Credit Union's sponsorship, which he believes empowers the local community to embrace sustainability and protect the environment for future generations.

##### **Crumlin Community Clean-Up/ Bloomin Crumlin**

Capital Credit Union's development funding has greatly supported Bloomin Crumlin's expansion of environmental initiatives in Crumlin and nearby areas. Trevor Clowry of Bloomin Crumlin says the backing has increased tree cover, biodiversity improvements, and greener public spaces. Recently, Bloomin Crumlin mapped local trees to develop a new tree management strategy. The group plans to launch a community tree trail to highlight local species and raise awareness of trees' environmental benefits alongside educational programs for schools on urban greenery and sustainability.

##### **Neurodiversity Sandymount**

With support from Capital Credit Union's Community Development Fund, a state-of-the-art Cubbie was installed in Sandymount, transforming the experience for children at the local charity. The Cubbie has quickly become a favourite, with kids eagerly adjusting lights and music and interacting with features like the dancing cat. Beyond play, the Cubbie helps foster social connections, with children sharing moments, swinging, or playing hide-and-seek. Rebecca McDermott, speaking on behalf of Neurodiversity Sandymount, thanked

Capital Credit Union for their kind sponsorship and added that the Cubbie has become a cherished, safe space, bringing daily joy and comfort to the children.

##### **Gaelscoil Chnoc Liamhna**

Principal Cárthaigh Ó Cuill of Gaelscoil Chnoc Liamhna extended heartfelt thanks to Capital Credit Union for their generosity in helping create the Seomra Suaimhneach, or "Tranquil Room," in late 2023. Funded by the Community Development Fund, this calming space has become essential, offering students a place to regulate emotions and take breaks. With adjustable lighting, colours, and sounds, it meets each child's needs, also serving as a shared space for social skill development. Principal Ó Cuill has stated that the room has truly enhanced the school environment, providing a safe, stress-relieving area for students and staff alike.

##### **Our Lady of Good Counsel National School**

The support from the Community Development Fund has helped Our Lady of Good Counsel National Schools create a Sensory Garden for their students. This serene space offers opportunities for learning and relaxation, allowing pupils to engage with herbs, flowers, and nature, enhancing their connection to the environment. The garden supports mental well-being, reduces stress, and fosters creativity, strengthening the school community by uniting students, teachers, and families. Emilia Kropiwnicka from the school wished to thank Capital Credit Union for helping fund the building of the Sensory Garden, which has now become a cherished part of school life.

##### **Rosemount Community Development Group**

Louise Keogh, manager of Rosemount Community Group, stated that the funding from Capital Credit Union's Community Development Fund allowed for the launch of a new Youth Group in Dundrum in 2024, supported by a dedicated youth worker. This funding enabled consistent programs, monthly outings, and activities like P55 gaming and table tennis. The youth worker has been essential in building relationships and mentorship, fostering a sense of belonging and positively impacting the community by instilling ownership and responsibility among local young people.

##### **St. John Bosco Youth Centre**

With funding from Capital Credit Union's Community Development Fund, St. John Bosco expanded its Droichead Programme in 2024 to support more young people in need. Many participants have transitioned into mainstream youth services with ongoing support, while the programme offers tailored assistance for those facing challenges like Tusla involvement or health issues at home. Currently, 24 young people benefit from structured services, including one-to-one mentoring, ensuring a safe, supportive space thanks to Capital Credit Union's backing.

##### **Community Council**

Our Community Council has been active throughout the year, meeting quarterly to allocate funds to support local groups within our community. In response to the increasing pressures of the cost-of-living crisis, we received a record number of funding requests, and we were proud to contribute nearly €50,000 to over 45 community groups across our common bond.

The initiatives we supported were diverse, from sending students on a school trip to Paris and recycling projects that raised vital funds for various charities to the much-needed refurbishment of a local community centre. We're thrilled to see these contributions making a real difference in our community.

We'd love to hear from you if you have a project that could use support!

**Youth Schemes**

In 2024, we again operated our School Saving Scheme in primary schools within our common bond. Students who completed a Savers Reward Card were entered into a draw to win €100 at their local branch.

Our 2024 School Quiz took place in late January and was a great success. With 72 participants across 18 teams competing, St. Attracta's SNS and Divine Word NS emerged as the winners on the day. St. Attracta's SNS performed exceptionally well, advancing to the National Stage of the Credit Union School Quiz.

In 2024, our Higher Education Scholarship remained highly sought after, with over 300 applications received. Open to all members pursuing studies from PLC courses to PhD programs; it continued to provide an inclusive opportunity for students across all levels. Thanks to a generous €2,000 donation from an anonymous member, this year's total prize fund increased to €27,000, allowing us to award 24 scholarships. This included 15 prizes of €1,500, 5 prizes of €500, and 4 additional Level 5/6 prizes. For the complete list of winners, please see page 59.

**Marketing Activities**

Over the past year, we executed comprehensive marketing activities focused on increasing brand and product awareness among members and non-members alike. Our advertising strategy included a robust digital presence, with targeted ads on Google and Facebook promoting our loan products, complemented by traditional radio and newspaper ads to broaden our reach.

A major highlight was our large-scale TV campaign on Virgin Media during the summer, significantly boosting brand visibility across our target audiences. Our email marketing campaigns proved highly effective, consistently delivering essential updates and showcasing our products and services with substantial open and engagement rates. We encourage all members to update their account details with valid email addresses to stay connected.

Two in-depth member surveys this year yielded excellent response rates, providing invaluable insights that empowered our management team and board to make informed, service-enhancing decisions aligned with our community's evolving needs.



**Our 2024 Highlights**

There were some memorable highlights this year, check them out below!



**53.8 Million**  
Value of Loans Issued



**8,843**  
Number of Loans Issued



**€114.7 Million**  
Total Loan Book



**13%**  
Loan Book Growth



**2,015**  
New Members



**50%**  
New Members Aged 30 or Younger



**€9.1 Million**  
Value of Green Loans Issued This Financial Year



**€9.6 Million**  
Value of Mortgages Issued This Financial Year



**11 Tons CO<sub>2</sub>**  
Avoided Through Solar Panels



**29%**  
Average Energy Consumption From Solar Panels In Dundrum



## Sustainability Report

### To the Members of Capital Credit Union

At Capital Credit Union, our commitment to Environmental, Social, and Governance (ESG) principles and sustainable practices is central to our operations. ESG encompasses environmental and social responsibility, along with ethical governance, guiding us as we strive to be responsible stewards of the environment, contribute positively to society, and maintain an inclusive workplace. This report highlights our sustainability initiatives from the past year, demonstrating our dedication to the wellbeing of our members, staff and the broader community.

#### Environmental Responsibility

Our environmental efforts focus on reducing our carbon footprint, promoting renewable energy, and supporting biodiversity to combat climate change and preserve natural resources.

##### 1. Green Energy and Efficiency Improvements

In line with our focus on renewable energy, we installed solar panels at our Dundrum branch, allowing us to harness clean energy and reduce carbon emissions. In 2024 so far, these panels have generated clean energy equivalent to planting 15 trees and helped us avoid producing 10.83 tons of CO<sub>2</sub>. Additionally, we conducted energy audits across all branches to identify further efficiency improvements, helping streamline our energy use and minimise waste. We are proud to be recognised as a sustainable energy community, affirming our ongoing commitment to responsible energy consumption.

##### 2. Sustainable Transport Initiatives

We have changed our company car to a fully electrical vehicle, complete with a charging station installed at our Dundrum branch, to promote sustainable transport within our operations. Our staff use the electric company car wherever possible to carry out company business, reducing our carbon footprint. Additionally, the "Bike to Work" scheme encourages our employees to cycle, supporting both a healthier, eco-friendly commute and lessening reliance on fossil fuels.

##### 3. Waste Reduction and Recycling

Waste reduction is another priority, and we emphasise recycling in all branches. Staff are encouraged to use reusable coffee cups and water bottles, and we have implemented digital signing pads to reduce paper use. These steps help minimise single-use plastic and paper waste, aligning with our mission to reduce our environmental footprint.

##### 4. Community and Nature Support

At our Dundrum branch, we have cultivated a garden designed to attract wildlife and support pollinators. A compost system reduces organic waste at this location, while we contribute to reforestation through "Reforest Nation" sponsorship and support tree-planting initiatives. Additionally, we have sponsored the Kingfisher Project and Bloomin

Crumlin, which work to protect and preserve the natural habitat, reflecting our commitment to biodiversity and local nature conservation.

#### Social Responsibility

Our social initiatives are designed to foster inclusivity, support education, and positively impact the local community. As a community-driven organisation, we prioritise social initiatives that create meaningful connections with the community.

##### 1. Community and Educational Support

Capital Credit Union is dedicated to supporting young people in achieving their educational goals. Through our 2024 Higher Education Scholarship, we awarded €27,000 in scholarships to 24 talented students from across our common bond.

##### 2. Support for Vulnerable Groups

In 2024, we partnered with Penny Dinners and the Knocklyon Food Bank to address food insecurity within our area, providing food collections and essential support. Our collaboration with the Down Syndrome Centre began in September 2024 and includes a bottle return scheme, where the funds raised from recycling directly support vital services for the charity. Every €25 raised from our members' donations funds one session, and the initiative has been a great success, raising nearly €1,000 for the charity so far. This effort exemplifies our commitment to social equity and community support.

##### 3. Employee Wellbeing and Development

We are an equal-opportunity employer, with gender equity represented across our Board, management team, and staff. To support employee wellbeing, we offer an Employee Assistance Programme (EAP), death-in-service benefits, and serious illness cover for both staff and Board members. We also support professional development by sponsoring education through the LIA and other programmes, enabling our team to gain new skills and advance in their careers. Through internal training, our team remains equipped with the knowledge and skills necessary to serve our members effectively.

#### Governance and Ethical Operations

Our governance practices at Capital Credit Union are underpinned by transparency, integrity, and inclusivity, ensuring that we uphold high standards of accountability and ethical conduct.

##### 1. Diversity and Inclusion

Our commitment to equal opportunity extends across the organisation, with diversity represented on our Board and throughout our workforce. Gender equity is a priority, fostering an inclusive and collaborative environment that values diverse perspectives. This approach supports our governance strategy and reflects our values of fairness and respect.

##### 2. Ongoing Professional Development

To maintain a well-informed team, we provide financial support for continuous education and professional growth. Our Board and staff participate in regular training and development, keeping them informed of industry best practices and evolving sustainability initiatives.

This commitment to ongoing learning enables us to maintain robust governance standards while fostering a progressive, knowledgeable organisation.

### 3. Promoting Environmental Awareness and Responsible Finance

We offer a range of financial products designed to support environmentally conscious members. Our Green Loans enable members to finance eco-friendly projects, providing flexible and affordable support.

#### Digital Transformation and Paper Reduction

Capital Credit Union introduced a new mobile app in late 2024, giving members secure, on-the-go access to their accounts around the clock. The app's launch marks a significant step in our commitment to convenience and sustainability, with many members already embracing this digital option and helping us cut down on paper use. With features like instant account access, quick loan applications, real-time notifications, and advanced security, the app brings ease and accessibility together. We look forward to evolving this platform further, providing members with an efficient, eco-friendly way to manage their finances.

#### Future Initiatives

As we look ahead, we are considering different ways to make a positive impact on our community and the environment. This could include offering more scholarships, providing support to schools in need, and collaborating with environmental organisations.

For 2025, we aim to encourage future environmental leaders and continue our support for schools focused on sustainability. We hope these efforts will help raise awareness and provide students with valuable experiences.

#### Commitment to a Sustainable Future

Capital Credit Union's commitment to ESG principles and sustainability drives our dedication to a better future for members, community, and the planet. Through responsible practices, community support, and ethical governance, we aim for a sustainable, equitable future. We are proud of our achievements this past year and look forward to advancing our impact, setting an example in sustainable financial services.

#### You can help Make a Difference

Switch to E-AGM notifications and E-statements and help us cut down on paper waste, reduce costs, and protect the environment. In 2024 alone, we saved over €5,000 in paper and mailing expenses thanks to members who made the switch – funds that went directly back to supporting our community initiatives.

#### Join Us for a Greener Future





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Capital Credit Union is regulated by the Central Bank of Ireland. Loans are subject to approval. Terms and conditions apply. Warning: If you do not meet the repayments on your loan, your account will go into arrears. This may affect your credit rating which may limit your ability to access credit in the future. Changing your loans may result in you paying over a longer term and/or paying more interest over the life of your loan.

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 [www.capitalcu.ie](http://www.capitalcu.ie)

## Member Testimonials



**MT** Mary T



**I recently had to apply...**

I recently had to apply for a loan. The loan officer made the whole application so easy and I was extremely happy with the service and professionalism of the Capital Credit Union.

**BS** Betty S



**Absolutely first class...**

Absolutely first class customer service. I had a situation where I needed to get a new gas boiler and the Credit Union solved my dilemma within 48 hours.

**NF** Noel F



**As always, the staff provide a service...**

As always, the staff provide a service which is second to none. I feel this is what sets them apart from their competitors! Excellent turnaround time and to do business.

**LP** Lorna P



**Very upbeat and pleasant...**

Very upbeat and pleasant member of staff helped us yesterday. Very efficient and knowledgeable as she was able to answer all our questions. No long wait lines either.

**MF** Margaret F



**I visited the office on Thursday...**

I visited the office on Thursday and was greeted by a very helpful efficient lady who made the whole process so quick and simple. Thanks.

## Directors' Report

### For the financial year ended 30<sup>th</sup> September 2024

The directors present their report and the audited financial statements for the financial year ended 30<sup>th</sup> September 2024.

#### Objects

The principal activity of Capital Credit Union Limited is the provision of savings and loans to members in its common bond. The Credit Union manages its members' shares, capital and loans to members so that it earns income from the margin between interest receivable and interest payable. Both the level of business and the year-end financial position were satisfactory. The directors expect to develop and expand the Credit Union's current activities and they are confident of its ability to operate successfully in the future.

#### Principal Risks and Uncertainties

The purpose of the Credit Union is to allow members save together and lend to each other at a fair and reasonable rate of interest.

The principal risks and challenges facing this Credit Union are loan default; not lending a sufficient proportion of funds so that too much of the Credit Union's resources are tied up in investment products and the risk that we will not have sufficient cash resources to meet day to day running costs and repay members savings when demanded (liquidity risk). These risks are managed by the Credit Union board so as to achieve an acceptable balance of growth and security for members' resources. The Board reviews and agrees policies for managing each of these risks which are summarised at Note 2.

#### Business Review

The directors acknowledge the results for the year and the year-end financial position of the credit union. Both the level of business and the year-end financial position were satisfactory and were in line with financial projections.

The directors expect to develop and expand the credit union's current activities and they are confident of its ability to continue to generate a surplus and maintain sufficient reserves in the future.

#### Directors and Board Oversight Committee Members

The current directors and board oversight committee members are as set out on page 23.

In accordance with Section 53 of the Credit Union Act 1997 (as amended), two directors of the Credit Union are required to retire from the Board at this year's Annual General Meeting and being eligible the directors offers themselves for re-election.

Two directors were co-opted onto the Board during the year and now seek election.

#### Authorisation

The Credit Union is authorised as follows: Entitled under the European Union (Payment Services) Regulations 2018 to provide payment services.

#### Accounting Records

The Directors believe that they comply with the requirements of Section 108 of the Credit Union Act 1997 (as amended) with regard to books of account by employing suitable personnel with appropriate expertise and by providing adequate resources to the financial function. The books of account of the Credit Union are maintained at the Credit Union's premises at Capital Credit Union, Main Street, Dundrum, Dublin 14.

#### Post Balance Sheet Events

There have been no significant events affecting the Credit Union since the financial year-end.

#### Auditors

The auditors, Whelan Dowling & Associates, have indicated their willingness to continue in office in accordance with Section 115 of the Credit Union Act, 1997 (as amended).

#### Approved by the Board of Directors and signed on its behalf by:

*Peter Morrissey*  
Chairperson

*John O'Neill*  
Secretary

Date: 29<sup>th</sup> October 2024

#### Directors

Peter Morrissey (Chairperson)  
Ann Walsh (Vice Chairperson)  
John O'Neill (Secretary)  
Carmel Ryan  
Jim Kelly  
Aidan Larkin

Darren Chambers  
Michele Brady  
Karen Cashman

#### Board Oversight Committee Members

Jack Grehan  
Tom Horan  
Rachel McCormac

## Statement of Directors' Responsibilities

The Credit Union Act, 1997 (as amended) requires the directors to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the Credit Union and of the income and expenditure of the Credit Union for that financial year. In preparing these financial statements the directors are required to:

- select suitable accounting policies and apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the credit union will continue in business

The directors confirm that they have complied with the above requirements in preparing the financial statements.

The directors are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Credit Union and enable them to ensure that the financial statements are prepared in accordance with applicable Irish law and Generally Accepted Accounting Practice in Ireland, including the standards issued by the Financial Reporting Council, and in particular FRS102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland". They are responsible for safeguarding the assets of the Credit Union and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

### Approved by the Board of Directors and signed on its behalf by:

*Peter Morrissey*

Chairperson

*John O'Neill*

Secretary

Date: 29<sup>th</sup> October 2024

## Statement of Board Oversight Committee's Responsibilities

The Credit Union Act, 1997 (as amended) requires the appointment of a Board Oversight Committee to assess whether the board of directors has operated in accordance with Part IV, Part IV (a) and any regulations made for the purposes of Part IV or Part IV(a) of the Credit Union Act, 1997 (as amended) and any other matter prescribed by the Central Bank in respect of which they are to have regard in relation to the board.

### Approved on behalf of the Board Oversight Committee

*Jack Grehan*

Member of the Board Oversight Committee

*Rachel McCormac*

Member of the Board Oversight Committee

Date: 29<sup>th</sup> October 2024

# Independent Auditor's Report

## To the Members of Capital Credit Union

### Report on the audit of the financial statements

#### Opinion

We have audited the financial statements of Capital Credit Union Limited for the financial year ended 30<sup>th</sup> September 2024 which comprise the Income & Expenditure Account, the Balance Sheet, the Statement of Changes in Reserves, the Statement of Cash Flows and notes to the financial statements, including the summary of significant accounting policies set out in note 2. The financial reporting framework that has been applied in their preparation is Irish law including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" issued in the United Kingdom by the Financial Reporting Council and the Credit Union Act, 1997 (as amended).

#### In our opinion the financial statements:

- give a true and fair view of the state of the assets, liabilities, and financial position of the Credit Union as at 30 September 2024 and of its surplus for the financial year then ended;
- have been properly prepared in accordance with FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland"; and
- have been properly prepared in accordance with the requirements of the Credit Union Act, 1997 (as amended).

#### Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (Ireland) (ISAs (Ireland)) and applicable law. Our responsibilities under those standards are described below in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Credit Union in accordance with the ethical requirements that are relevant to our audit of financial statements in Ireland, including the Ethical Standard for Auditors (Ireland) issued by the Irish Auditing and Accounting Supervisory Authority (IAASA), and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### Conclusions relating to going concern

In auditing the financial statements, we have concluded that the directors' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt

on the Credit Union's ability to continue as a going concern for a period of at least twelve months from the date when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

#### Other Information

The directors are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our Auditor's Report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

#### Key Audit Matters

##### Opinions on other matters prescribed by the Credit Union Act 1997 (as amended)

In our opinion, based on the work undertaken in the course of the audit, we report that:

- We have obtained all the information and explanations which we consider necessary for the purposes of our audit.
- In our opinion proper accounting records have been kept by the Credit Union.
- Properly audited and the financial statements are in agreement with the accounting records.

#### Respective responsibilities

##### Responsibilities of directors for the financial statements

As explained more fully in the Statement of Directors' Responsibilities as set out on page 24, the directors are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the directors' are responsible for assessing the Credit Union's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either

intend to liquidate the Credit Union or to cease operations, or has no realistic alternative but to do so.

### Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditor's Report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (Ireland) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the IAASA's website at: [www.iaasa.ie/wp-content/uploads/2022/10/Description\\_of\\_auditors\\_responsibilities\\_for\\_audit.pdf](http://www.iaasa.ie/wp-content/uploads/2022/10/Description_of_auditors_responsibilities_for_audit.pdf). The description forms part of our Auditor's Report.

### The purpose of our audit work and to whom we owe our responsibilities

Our report is made solely to the Credit Union's members, as a body, in accordance with section 120 of the Credit Union Act, 1997 (as amended). Our audit work has been undertaken so that we might state to the Credit Union's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Credit Union and the Credit Union's members, as a body, for our audit work, for this report, or for the opinions we have formed.

### WHELAN DOWLING & ASSOCIATES

Chartered Accountants and Statutory Audit Firm  
Block 1 Unit 1 & 4  
Northwood Court  
Santry  
Dublin 9

Date: 29<sup>th</sup> October 2024

## Income & Expenditure Account

For the financial year ended 30<sup>th</sup> September 2024

	Notes	2024 €	2023 €
<b>Income</b>			
Interest on members' loans	4	7,976,251	7,257,658
Other interest income and similar income	5	2,829,450	2,066,313
<b>Net interest income</b>		10,805,701	9,323,971
Other income	7	103,857	121,835
<b>Total income</b>		10,909,558	9,445,806
<b>Expenditure</b>			
Employment costs		2,867,201	2,602,777
Other management expenses	(Schedule 4)	5,184,255	4,764,998
Depreciation		218,366	256,507
Net (recoveries) or losses on loans to members	12.4	262,199	413,384
<b>Total expenditure</b>		8,532,021	8,037,666
<b>Surplus of income over expenditure</b>		2,377,537	1,408,140
Other comprehensive income		-	-
<b>Total comprehensive income</b>		2,377,537	1,408,140

The financial statements were approved and authorised for issue by the Board of Directors on 29<sup>th</sup> October 2024 and signed on its behalf by:

*Peter Morrissey*

Chairperson

*Jack Grehan*

Member of the  
Board Oversight Committee

*Patrick Byrne*

Chief Executive Officer

Date: 29<sup>th</sup> October 2024

## Balance Sheet

As at 30<sup>th</sup> September 2024

	Notes	2024		2023	
		€	€	€	€
<b>Assets</b>					
Cash and cash equivalents	10	4,748,485		6,517,378	
Property, plant and equipment	11	4,686,938		4,880,608	
Loans to members	12	114,652,262		101,471,101	
Provision for bad debts	12.3	(3,309,444)		(3,241,452)	
Prepayments and other debtors	13	1,498,621		1,390,441	
Deposits and investments	14	177,377,104		186,715,080	
<b>Total Assets</b>		<b>299,653,966</b>		<b>297,733,156</b>	
<b>Liabilities</b>					
Members' shares	15	247,343,555		249,353,156	
Members' deposits	16	1,677,333		-	
Other members funds	17	6,290,992		6,030,514	
Trade creditors and accruals	18	1,602,624		1,987,561	
		256,914,504		257,371,231	
<b>Members' Resources</b>					
Regulatory reserve		37,500,000		32,750,650	
Operational risk reserve		2,050,300		1,920,785	
Other reserves		3,189,162		5,690,490	
		42,739,462		40,361,925	
<b>Total Liabilities</b>		<b>299,653,966</b>		<b>297,733,156</b>	

The financial statements were approved and authorised for issue by the Board of Directors on 29<sup>th</sup> October 2024 and signed on its behalf by:

*Peter Morrissey*

Chairperson

*Jack Grehan*

Member of the  
Board Oversight Committee

*Patrick Byrne*

Chief Executive Officer

Date: 29<sup>th</sup> October 2024

## Statement of Changes in Reserves

For the financial year ended 30<sup>th</sup> September 2024

	Regulatory reserve	Operational risk reserve	Other reserves	Revaluation reserve	Community Development Reserve	Developmt Reserve	Total
	€	€	€	€	€	€	€
<b>At 1<sup>st</sup> October 2022</b>	31,901,500	1,575,785	3,894,713	731,787	100,000	750,000	38,953,785
Surplus allocation in financial year	849,150	-	-	-	(100,000)	-	749,150
Transfer of realised revaluation gains	-	-	-	(314,476)	-	-	(314,476)
Other movement in reserves	-	345,000	628,466	-	-	-	973,466
<b>At 30<sup>th</sup> September 2023</b>	<b>32,750,650</b>	<b>1,920,785</b>	<b>4,523,179</b>	<b>417,311</b>	<b>-</b>	<b>750,000</b>	<b>40,361,925</b>
<b>At 1<sup>st</sup> October 2023</b>	32,750,650	1,920,785	4,523,179	417,311	-	750,000	40,361,925
Surplus allocation in financial year	2,377,537	-	-	-	-	-	2,377,537
Other movement in reserves	2,371,813	129,515	(2,501,328)	-	-	-	-
<b>At 30<sup>th</sup> September 2024</b>	<b>37,500,000</b>	<b>2,050,300</b>	<b>2,021,851</b>	<b>417,311</b>	<b>-</b>	<b>750,000</b>	<b>42,739,462</b>

The Regulatory Reserve of the Credit Union as a % of the total assets as at 30<sup>th</sup> September 2024 was 12.51% which is in excess of the Credit Union's Regulatory Reserve requirement of 10%.

In accordance with section 45 of the Credit Union Act 1997 (as amended) Capital Credit Union Limited put in place an Operational Risk Reserve.

Following the commencement of Section 13 of the 2012 Act, the requirement for Credit Unions to transfer 10% of their annual surplus to their Statutory Reserve (now known as the Regulatory Reserve) each year has been removed.

Approved by the Board of Directors and signed on its behalf by:

*Peter Morrissey*

Chairperson

*Jack Grehan*

Member of the  
Board Oversight Committee

*Patrick Byrne*

Chief Executive Officer

Date: 29<sup>th</sup> October 2024



## Statement of Cash Flows

For the financial year ended 30<sup>th</sup> September 2024

	Notes	2024 €	2023 €
<b>Opening cash and cash equivalents</b>		6,517,378	30,506,894
<b>Cash flows from operating activities</b>			
Loans repaid		40,031,535	37,733,771
Loans granted		(53,825,712)	(51,870,447)
Loan interest income		8,000,379	7,164,970
Investment income		2,829,450	2,066,313
Other income received		103,857	121,835
Bad debts recovered		418,809	504,043
Operating expenses		(8,051,456)	(7,624,007)
Movement in other assets		(132,308)	(222,794)
Movement in other liabilities		(384,937)	(864,255)
Net cash generated from/(used in) operating activities		<u>(11,010,383)</u>	<u>(12,990,571)</u>
<b>Cash flows from investing activities</b>			
Purchase of property, plant and equipment		(24,696)	(58,150)
Receipts from disposal of property, plant and equipment		-	826,856
Net cash flow from other investing activities		<u>9,337,976</u>	<u>(18,944,566)</u>
Net cash used in investing activities		<u>9,313,280</u>	<u>(18,175,860)</u>
<b>Cash flows from financing activities</b>			
Members' shares received		82,473,325	85,724,922
Members' deposits received		1,937,811	512,317
Members' shares withdrawn		(84,482,926)	(79,060,324)
Net cash generated from/(used in) financing activities		<u>(71,790)</u>	<u>7,176,915</u>
<b>Net increase/(decrease) in cash and cash equivalents</b>		<u>(1,768,893)</u>	<u>(23,989,516)</u>
<b>Cash and cash equivalents at end of financial year</b>	10	<u>4,748,485</u>	<u>6,517,378</u>

## Notes to the Financial Statements

For the financial year ended 30<sup>th</sup> September 2024

### 1. Legal and Regulatory Framework

Capital Credit Union Limited is registered with the Registry of Credit Unions and is regulated by the Central Bank of Ireland. The principal place of business is Capital Credit Union Limited, Main Street, Dundrum, Dublin 14.

### 2. Accounting Policies

The following principal accounting policies have been applied;

#### Statement of compliance and basis of preparation

The financial statements have been prepared in accordance with applicable Irish accounting standards, including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (FRS 102) and Irish statute comprising of the Credit Union Act, 1997 (as amended). The financial statements have been prepared on the historical cost basis.

#### Currency

The financial statements are prepared in Euro (€), which is the functional currency of the Credit Union. Monetary amounts in these financial statements are rounded to the nearest Euro.

#### Going concern

After reviewing the Credit Union's projections, the Directors have reasonable expectation that the Credit Union has adequate resources to continue in operational existence for the foreseeable future. The Credit Union therefore continues to adopt the going concern basis in preparing its Financial Statements.

#### Income recognition

Revenue is recognised to the extent that it is probable that the economic benefits will flow to the Credit Union and the revenue can be reliably measured. Revenue is measured at the fair value of the consideration received. The following criteria must also be met before revenue is recognised:

##### (i) Interest on members' loans

Interest on loans is recognised on an accruals basis. An adjustment is made to the year-end amount receivable for any irrecoverable amounts.

##### (ii) Investment income

Investment income is recognised when received or irrevocably receivable. Investments are recognised at cost less any permanent diminution in capital value but ignoring any increase in capital value or encashment value until realised in the form of cash or cash equivalents.

**(iii) Other income**

Other income such as commission's receivable arise in connection to specific transactions. Income relating to individual transactions is recognised when the transaction is complete.

**Investments****Accounts in authorised credit institutions (Irish and non-Irish based)**

Term deposits and fixed interest investment bonds with fixed maturity dates are valued at the lower of cost or encashment value and interest is recognised in the Income Statement when it is received or irrevocably receivable.

**Bank Bonds**

Bonds with capital guaranteed are valued at cost. Declared bonuses are recognised in the income statement when irrevocably receivable or earlier if the bond becomes realisable in the form of cash or cash equivalents in a secondary market. Terminal bonuses are recognised in the income statement when the Credit Union becomes irrevocably entitled to receive them

**Held at amortised cost**

Investments designated on initial recognition as held at amortised cost are measured at amortised cost using the effective interest method less impairment. This means that the investment is measured at the amount paid for the investment, minus any repayments of the principal; plus or minus the cumulative amortisation using the effective interest method of any difference between the amount at initial recognition and the maturity amount, minus, in the case of a financial asset, any reduction for impairment or un-collectability.

**Central Bank deposits**

Credit Unions are obliged to maintain certain deposits with the Central Bank. These deposits are technically assets of the credit union but to which the Credit Union has restricted access. The funds on deposit with the Central Bank attract nominal interest and will not ordinarily be returned to the credit union while it is a going concern. The amounts are stated at the amount deposited plus accrued income and are not subject to impairment reviews.

**Investments at fair value**

Investments held for trading and investment in stock market shares (i.e. non-convertible preference shares and non-puttable ordinary shares or preference shares) are included in this category. Financial assets at fair value are classified as held for trading if they are acquired for sale in the short term. They are valued at fair value (market value) at the year end date and all gains and losses are taken to the Income and Expenditure account. The fair value of quoted investments is determined by reference to bid prices at the close of business on the balance sheet date. Where there is no active market these assets will be carried at cost less impairment.

**Property, plant and equipment and depreciation**

Tangible fixed assets are initially recorded at cost and subsequently stated at cost or at valuation, less accumulated depreciation and any accumulated impairment losses. The charge to depreciation is calculated to write off the original cost or valuation of tangible fixed assets, less their estimated residual value, over their expected useful lives as follows:

Land and buildings freehold	2%/5% Straight line
Short leasehold property	Straight line over the remaining life of the lease
Long leasehold property	Straight line over the remaining life of the lease
Fixtures, fittings and equipment	20% per annum straight line
Computer equipment	25% per annum straight line

Tangible fixed assets are reviewed for impairment whenever events of changes in circumstances indicate that carrying values may not be recoverable. If any such indication exists and where the carrying value exceeds the net recoverable amount, the assets are written down to their recoverable amount.

**Impairment of tangible fixed assets**

At each reporting date assets are reviewed to determine whether there is any indication that those assets have suffered an impairment loss. If there is an indication of possible impairment, the recoverable amount of any affected asset is estimated and compared with its carrying amount. If the estimated recoverable amount is lower, the carrying amount is reduced to its estimated recoverable amount, and an impairment loss is recognised immediately in the income and expenditure account. If an impairment loss subsequently reverses, the carrying amount of the asset is increased to the revised estimate of its recoverable amount, but not in excess of the amount that would have been determined had no impairment loss been recognised for the asset in prior years. A reversal of an impairment loss is recognised immediately in the income and expenditure account.

**Cash and cash equivalents**

Cash and cash equivalents comprise cash on hand and deposits and investments with a maturity of less than or equal to three months.

**Basic financial assets - Loans to members**

Loans are financial assets with fixed or determinable payments. Loans are recognised when cash is advanced to members and measured at amortised cost using the effective interest method.

Loans are derecognised when the right to receive cash flows from the asset has expired, usually when all amounts outstanding have been repaid by the member.

### Bad debt provision

The estimation of loan losses is inherently uncertain and depends upon many factors, including loan loss trends, credit risk characteristics in loan classes, local & international economic climates, conditions in various sectors of the economy to which the Credit Union is exposed, and, other factors such as legal & regulatory requirements. Credit risk is identified, assessed and measured through the use of rating and scoring tools with emphasis on weeks in arrears and other observable credit risk metrics. The ratings influence the management of individual loans. The credit rating triggers the impairment assessment and if relevant the raising of specific provisions on individual loans where there is a doubt about their recoverability.

Loan loss provisioning is monitored by the Credit Union, and the Credit Union assesses and approved its provisions and provision adequacy on a monthly basis. Key assumptions underpinning the Credit Union's estimates of collective provisions for loans with similar credit risk characteristics, and, Incurred But Not Reported provisions ("IBNR") are based on the historical experiences of the Credit Union allied to the Credit Union's judgement of relevant conditions in the wider technological, market, economic or legal environment in which the Credit Union operates.

If a loan is impaired, the impairment loss is the difference between the carrying amount of the loan and the present value of the expected cash flows discounted at the asset's original effective interest rate taking account of the pledged shares and other security as appropriate. Assumptions are back tested with the benefit of experience. After a period of time, when it is concluded that there is no real prospect of recovery of loans/part of loans which have been subjected to a specific provision, the Credit Union writes off that amount of the loan deemed irrecoverable against the specific provision held against the loan.

### Basic financial liabilities

#### Members' shares

Members' savings are redeemable and therefore are classified as financial liabilities. They are initially recognised at the amount of cash deposited and subsequently measured at amortised cost.

#### Other creditors

Short term other liabilities, creditors, accruals and charges are measured at the transaction price.

#### Holiday pay

A liability is recognised to the extent of any unused holiday pay entitlement which is accrued at the balance sheet date and carried forward to future periods. This is measured at the undiscounted salary cost of the future holiday entitlement so accrued at the balance sheet date.

### Distribution

Capital Credit Union Limited's policy is to pay a reasonable rate of dividend and loan interest rebate subject to covering operating expenses and meeting reserve requirements as set out in the Credit Union's Reserve Management Policy.

### Reserves

#### Regulatory reserve

The Credit Union Act, 1997 (Regulatory Requirements) Regulations 2016 requires Credit Unions to establish and maintain a minimum Regulatory Reserve requirement of at least 10 per cent of the assets of the credit union. This Reserve is to be perpetual in nature, freely available to absorb losses, realised financial reserves that are unrestricted and nondistributable.

#### Operational risk reserve

Section 45(5)(a) of the Credit Union Act, 1997 (as amended) requires each credit union to maintain an additional reserve that it has assessed is required for operational risk having regard to the nature, scale and complexity of the credit union. Credit Unions are required to maintain a minimum operational risk reserve having due regard for the sophistication of the business model.

The definition of operational risk is the risk of losses stemming from inadequate or failed internal processes, people and systems or from external events. The Directors have considered the requirements of the Act and have considered an approach to the calculation of the operational risk reserve.

#### Other reserves

Other Reserves are the accumulated surpluses to date and Reserves arising on the Transfer of Engagements that have not been declared as dividends returnable to members. The Other Reserves are subdivided into realised and unrealised. In accordance with the Central Bank Guidance Note for Credit Unions on Matters Relating to Accounting for Investments and Distribution Policy, investment income that has been recognised but will not be received within 12 months of the balance sheet date is classified as "unrealised" and is not distributable. A reclassification between unrealised and realised is made as investments come to within 12 months of maturity date. Interest on Loans receivable at the balance sheet date is also classified as "unrealised" and is not distributable. All other income is classified as "realised".

### Distribution policy

In respect of each financial year, the Credit Union will allocate surplus funds to the regulatory reserve and other reserves in accordance with the provisions of the Credit Union Act 1997 (as amended) and regulations issued by the Registry of Credit Unions, Central Bank of Ireland. The Board of Directors may also decide to hold reserves in excess of minimum statutory requirements, taking prudent account of the scale and complexity of the Credit Union's business, its risk profile and prevailing market conditions. The basis of the dividend is the distributable income of the Credit Union after meeting its reserve requirements. It is the policy of the Credit Union to maintain the undistributed surplus in a general reserve that may be used in future years for the payment of dividends.

### Use of Estimates and Judgements

The preparation of financial statements requires the use of certain accounting estimates. It also requires the Directors to exercise judgement in applying Capital Credit Union Limited's accounting policies. The areas requiring a higher degree of judgement, or complexity, and areas where assumptions or estimates are most significant to the financial statements are disclosed below:

#### Impairment losses on loans to members

Capital Credit Union Limited's accounting policy for impairment of loans is set out in the accounting policy in the notes above. The estimation of loan losses is inherently uncertain and depends upon many factors, including loan loss trends, credit risk characteristics in loan classes, local and international economic climates, conditions in various sectors of the economy to which the credit union is exposed, and, other external factors such as legal and regulatory requirements. The provision for bad debts in the financial statements at the year end was €3,309,444 (2023: €3,241,452) representing 2.89% (2023: 3.19%) of the total gross loan book.

### 3. Going Concern

The Directors of Capital Credit Union Limited believe that it is appropriate to prepare the Financial Statements on the going concern basis.

### 4. Interest on Members' Loans

	2024	2023
	€	€
Closing accrued interest receivable	266,835	290,963
Loan interest received in financial year	8,000,379	7,164,970
Opening accrued loan interest receivable	(290,963)	(198,275)
	<u>7,976,251</u>	<u>7,257,658</u>

### 5. Other Interest Income and Similar Income

	2024	2023
	€	€
Investment income received	<u>2,829,450</u>	<u>2,066,313</u>

### 6. Interest Payable and Dividends

At the financial year-end the directors have are proposing a 0.25% dividend distribution to members.

	2024	2024	2023	2023
	%	€	%	€
Dividends on shares	0.25	622,192	-	-

### 7. Other Income

	2024	2023
	€	€
Rent received	52,651	52,641
Other income - Commissions	51,206	69,194
	<u>103,857</u>	<u>121,835</u>

### 8. Employees And Remuneration

The average monthly number of employees during the year was:

	2024	2023
Management	6	9
Other staff	55	53
	<u>61</u>	<u>62</u>

The staff costs comprise:

	2024	2023
	€	€
Wages and salaries	<u>2,867,201</u>	<u>2,602,777</u>

### 9. Key Management Personnel

The directors of Capital Credit Union Limited are all unpaid volunteers. The management personnel compensation is as follows:

	2024	2023
	€	€
Short term employee benefits	501,744	697,758
Pension contribution	29,817	66,504
Total key management personnel compensation	<u>531,561</u>	<u>764,262</u>

Number of staff in management team	<u>6</u>	<u>9</u>
------------------------------------	----------	----------

Short term employee benefits include wages, salaries, social security contributions and paid annual leave in respect of the entire management team.

### 10. Cash And Cash Equivalents

Cash and cash equivalents comprise of cash on hand and deposits on call.

	2024	2023
	€	€
Cash and bank balances	<u>4,748,485</u>	<u>6,517,378</u>

## 11. Property, Plant and Equipment

	Land and buildings freehold	Short leasehold property	Long leasehold property	Fixtures, fittings and equipment	Computer equipment	Total
	€	€	€	€	€	€
<b>Cost or Valuation</b>						
At 1 <sup>st</sup> October 2023	4,740,109	194,325	800,158	503,390	251,809	6,489,791
Additions	18,167	-	-	-	6,529	24,696
Disposals	-	-	-	(83,868)	(66,656)	(150,524)
At 30 <sup>th</sup> September 2024	<u>4,758,276</u>	<u>194,325</u>	<u>800,158</u>	<u>419,522</u>	<u>191,682</u>	<u>6,363,963</u>
<b>Depreciation</b>						
At 1 <sup>st</sup> October 2023	543,591	194,325	304,507	363,037	203,723	1,609,183
Charge for the financial year	94,863	-	32,894	58,937	31,672	218,366
On disposals	-	-	-	(83,868)	(66,656)	(150,524)
At 30 <sup>th</sup> September 2024	<u>638,454</u>	<u>194,325</u>	<u>337,401</u>	<u>338,106</u>	<u>168,739</u>	<u>1,677,025</u>
<b>Net book value</b>						
At 30 <sup>th</sup> September 2024	<u>4,119,822</u>	<u>-</u>	<u>462,757</u>	<u>81,416</u>	<u>22,943</u>	<u>4,686,938</u>
At 30 <sup>th</sup> September 2023	<u>4,196,518</u>	<u>-</u>	<u>495,651</u>	<u>140,353</u>	<u>48,086</u>	<u>4,880,608</u>

## 12. Loans to Members - Financial Assets

### 12.1 Loans to Members

	2024	2023
	€	€
As at 1 <sup>st</sup> October	101,471,101	87,968,141
Advanced during the financial year	53,825,712	51,870,447
Repaid during the financial year	(40,031,535)	(37,733,771)
Loans written off	(613,016)	(633,716)
Gross loans to members	<u>114,652,262</u>	<u>101,471,101</u>

### 12.2 Credit Risk Disclosures

The credit union complies with Section 12 of the Credit Union Act, 1997 (Regulatory Requirements) Regulations 2016. This regulation:

- restricts the concentration of lending by the credit union within certain sectors or to connected persons or groups (concentration limits);
- restricts the absolute amount of lending to certain sectors to a set percentages of the regulatory reserve (large exposure limit);
- restricts the loan duration of certain loans to specified limits (maturity limits);

- requires specified lending practices to be in place where loans are made to certain sectors such as commercial loans, community loans or loans to another credit union.

The carrying amount of the loans to members represents the Credit Union's maximum exposure to credit risk.

The following provides information on the credit quality of loan repayments. Where loans are not impaired it is expected that the amounts repayable will be received in full.

	2024	2024	2023	2023
	€	%	€	%
<b>Gross loans not impaired</b>				
Not past due	<u>99,920,835</u>	<u>87.15</u>	<u>86,443,420</u>	<u>85.19</u>
<b>Gross loans individually impaired</b>				
Not past due	402,521	0.35	428,513	0.42
Up to 9 weeks past due	12,186,638	10.62	12,634,359	12.45
Between 10 and 18 weeks past due	937,580	0.81	961,029	0.95
Between 19 and 26 weeks past due	571,429	0.50	531,770	0.52
Between 27 and 39 weeks past due	253,691	0.22	196,134	0.19
Between 40 and 52 weeks past due	154,794	0.14	189,481	0.19
53 or more weeks past due	<u>224,774</u>	<u>0.21</u>	<u>86,395</u>	<u>0.09</u>
Total	<u>14,731,427</u>	<u>12.85</u>	<u>15,027,681</u>	<u>14.81</u>
<b>Total gross loans</b>	<u>114,652,262</u>	<u>100.00</u>	<u>101,471,101</u>	<u>100.00</u>
<b>Impairment allowance</b>				
<b>Total carrying value</b>	<u>114,652,262</u>		<u>101,471,101</u>	

Factors that are considered in determining whether loans are impaired are discussed in note 2, dealing with the use of estimates and judgements. Loans which are neither past due nor impaired are reviewed on a monthly basis. The credit union has not identified any material matters which impact upon the credit quality of these assets.

### 12.3 Loan Provision Account for Impairment Losses

	2024	2023
	€	€
As at 1 October	3,241,452	2,957,741
Allowance for loan losses made during the financial year	(613,016)	(633,716)
Allowances reversed during the financial year	681,008	917,427
Increase/(Decrease) in loan provision during the financial year	<u>67,992</u>	<u>283,711</u>
As at 30 <sup>th</sup> September	<u>3,309,444</u>	<u>3,241,452</u>

**12.4 Net Recoveries or Losses Recognised for the Financial Year**

	2024	2023
	€	€
Bad debts recovered	(418,809)	(504,043)
(Decrease)/Increase in loan provision during the financial year	67,992	283,711
	<u>(350,817)</u>	<u>(220,332)</u>
Loans written off	613,016	633,716
Net (recoveries)/losses on loans to members recognised for the financial year	<u>262,199</u>	<u>413,384</u>

**12.5 Analysis of gross loans outstanding**

	2024	2024	2023	2023
	No. of loans	€	No. of loans	€
Less than one year	531	400,573	594	461,107
Greater than 1 year and less than 3 years	8,587	51,312,182	8,688	50,514,758
Greater than 3 years and less than 5 years	1,599	42,226,034	1,446	38,028,632
Greater than 5 years and less than 10 years	46	4,327,231	48	4,086,108
Greater than 10 years and less than 25 years	31	5,083,960	19	2,324,875
Greater than 25 years	58	11,302,282	35	6,055,621
	<u>10,852</u>	<u>114,652,262</u>	<u>10,830</u>	<u>101,471,101</u>

**13. Debtors, Prepayments and Accrued Income**

	2024	2023
	€	€
Prepayments	251,048	282,233
Accrued income	1,247,573	1,108,208
	<u>1,498,621</u>	<u>1,390,441</u>

**14. Deposits and Investments**

	2024	2023
	€	€
Accounts in authorised credit institutions (Irish and non-Irish based)	128,903,387	140,693,607
Banks bonds	45,987,057	43,534,813
Central Bank deposits	2,486,660	2,486,660
	<u>177,377,104</u>	<u>186,715,080</u>

**15. Members' Shares - Financial Liabilities**

	2024	2023
	€	€
As at 1 <sup>st</sup> October	249,353,156	242,688,558
Received during the financial year	82,473,325	85,724,922
Repaid during the financial year	(84,482,926)	(79,060,324)
As at 30 <sup>th</sup> September	<u>247,343,555</u>	<u>249,353,156</u>

	2024	2023
	€	€
<b>Total Financial Liabilities</b>		
Member share accounts	247,343,555	249,353,156
Other members funds	6,290,992	6,030,514
Members deposits	1,677,333	-
Total Member Funds	<u>255,311,880</u>	<u>255,383,670</u>

**16. Members' Deposits - Financial Liabilities**

	2024	2023
	€	€
Received during the financial year	<u>1,677,333</u>	<u>-</u>

**17. Other Members Funds**

	2024	2023
	€	€
As at 1 <sup>st</sup> October	6,030,514	5,518,197
Received during the financial year	260,478	512,317
As at 30 <sup>th</sup> September	<u>6,290,992</u>	<u>6,030,514</u>

**18. Other Creditors and Accruals**

	2024	2023
	€	€
Accruals	<u>1,602,624</u>	<u>1,987,561</u>

## 19. Financial Instruments

Capital Credit Union Limited manages its members' shares and loans so that it earns income from the margin between interest receivable and interest payable. The main financial risks arising from Capital Credit Union Limited's activities are credit risk, market risk, liquidity risk and interest rate risk. The Board of Directors reviews and agrees policies for managing each of these risks, which are summarised below.

	2024	2023
	€	€
<b>Financial assets</b>		
Financial assets measured at cost	<u>294,905,481</u>	<u>291,215,778</u>
Cash at bank and in hand	<u>4,748,485</u>	<u>6,517,378</u>
<b>Financial liabilities</b>		
	<u>256,914,504</u>	<u>257,371,231</u>

### Credit Risk:

Credit risk is the risk that a borrower will default on their contractual obligations relating to repayments to Capital Credit Union, resulting in financial loss to the Credit Union. In order to manage this risk the Board approves Capital Credit Union's lending policy, and all changes to it. All loan applications are assessed with reference to the lending policy in force at the time. Subsequently loans are regularly reviewed for any factors that may indicate that the likelihood of repayment has changed.

### Liquidity Risk:

Capital Credit Union Limited's policy is to maintain sufficient funds in liquid form at all times to ensure that it can meet its liabilities as they fall due. The objective of the Credit Union's liquidity policy is to smooth the mismatches between maturing assets and liabilities and to provide a degree of protection against any unexpected developments that may arise.

### Market Risk:

Market risk is generally comprised of interest rate risk, currency risk and other price risk. Capital Credit Union Limited conducts all its transactions in Euro and does not deal in derivatives or commodity markets. Therefore Capital Credit Union Limited is not exposed to any form of currency risk or other price risk.

### Interest Rate Risk:

Capital Credit Union Limited's main interest rate risk arises from adverse movements in interest rates receivable which would affect investment income. Capital Credit Union Limited reviews any potential new investment product carefully to ensure that minimum funds are locked in low yielding long term investments yet at the same time maximising investment income receivable.

## Lack of Loan Demand

Lending is the principal activity of the credit union and the credit union is reliant on it for generating income to cover costs and generate a surplus. The credit union provide lending products to its members and promote these products through various marketing initiatives.

## Global Macro-Economic Risk

There is an economic and operational risk relating to rising inflation rates, disruption to global supply chains and a general uncertainty in the markets as a result global events including the on-going wars in Eastern Europe and the Middle East. The board of directors and management closely monitor the developments of rising inflation rates and disruption to global supply chains and markets, and continue to take appropriate actions to mitigate any possible adverse effects on the credit union.

### 19.1 Interest Rate Risk Disclosure

The following shows the average interest rates applicable to relevant financial assets and financial liabilities.

	2024	Average interest rate	2023	Average interest rate
	€	%	€	%
<b>Financial assets</b>				
Gross loans to members	<u>114,652,262</u>	<u>7.40</u>	<u>101,471,101</u>	<u>7.70</u>

### 19.2 Liquidity Risk Disclosure

All of the financial liabilities of the Credit Union are repayable on demand except for some members' shares attached to loans.

## 20. Related Party Transactions

The related party loans stated above comprise of loans outstanding to directors and the management team (to include their family members or any business in which the directors or management team had a significant shareholding).

Total Loans outstanding to Related Parties represents 0.21% of the total loans outstanding at financial year ended 30<sup>th</sup> September 2024

	No. of loans	2024
		€
Loans advanced to Related Parties during the year	6	81,000
Total loans outstanding to Related Parties at the financial year end	<u>16</u>	<u>340,464</u>

The total amount of shares held by related parties at the year end was €277,742.

There are no other related party transactions identified in the period under review.

**21. Insurance Against Fraud**

The Credit Union has insurance against fraud in the amount of €5,200,000 in compliance with section 47 of the Credit Union Acts 1997 (as amended).

**22. Capital Commitments**

The Credit Union had no material capital commitments at the financial year-ended 30<sup>th</sup> September 2024.

**23. Post-Balance Sheet Events**

The credit union is conducting an independent review into the challenges encountered during the rollout of new banking software earlier in the year. This review is ongoing, and further information regarding its findings will be provided in due course.

**24. Ethical Standard For Auditors (Ireland) Issued By Iassa**

In common with many other Credit Unions, from time to time, our auditors provide us with advisory and consulting services.

**25. Approval Of Financial Statements**

The financial statements were approved, and authorised for issue, by the Board of Directors on 29<sup>th</sup> October 2024.

## Schedules to the Income & Expenditure Account

### For the financial year ended 30<sup>th</sup> September 2024

**Schedule 1 - Interest on Loans**

	2024	2023
	€	€
<b>Interest on Loans</b>		
Interest on members' loans	7,709,416	6,966,695
Interest on members' loans receivable in 12 months	266,835	290,963
	<u>7,976,251</u>	<u>7,257,658</u>

**Schedule 2 - Investment Income**

	2024	2023
	€	€
<b>Investment Income</b>		
Investment Income	2,829,450	2,066,313
	<u>2,829,450</u>	<u>2,066,313</u>

**Schedule 3 - Other Income**

	2024	2023
	€	€
<b>Other Income</b>		
Rent received	52,651	52,641
Other income - Commissions	51,206	69,194
	<u>103,857</u>	<u>121,835</u>



## Schedules to the Income & Expenditure Account

For the financial year ended 30<sup>th</sup> September 2024

### Schedule 4 – Other Management Expenses

	2024	2023
	€	€
<b>Other Management Expenses</b>		
Training expenses	30,928	14,379
Rent and rates	162,829	190,804
Savings protection fund	31,373	18,921
Share and loan insurance	909,779	846,195
Insurance	109,844	108,142
ICB/CCR Costs	36,384	45,580
Rental income expenses	5,864	4,726
Light, heat & cleaning	84,891	148,566
Repairs and renewals	57,460	24,394
Equipment maintenance	47,333	43,357
Convention expenses	2,580	25,515
Printing and stationery	16,808	20,144
Promotion & sponsorship	242,390	247,313
Community development	-	100,000
Directors expenses	816	560
Telephone and postage	29,116	29,353
IT Expenses	1,854,525	1,761,580
Affiliation fees	86,116	85,000
Deposit Interest Paid	10,142	-
Travelling and subsistence	10,289	8,584
Social expenses	8,464	12,370
A.G.M. expenses	75,178	76,728
Legal and professional fees	297,516	288,494
Strategy	2,509	3,653
Audit	39,360	37,515
Regulatory Levies	640,336	575,101
Bank charges	127,728	99,150
Negative interest	-	723
Mortgage CUSO costs	45,000	-
Security	73,698	68,034
Debt collection	134,387	124,387
General expenses	10,612	11,962
Surpluses/deficits on disposal of tangibles	-	(256,232)
	<u>5,184,255</u>	<u>4,764,998</u>

## Rule Amendments

The Credit Union (Amendment) Act 2023 ('CUAA') introduced many changes to the existing Credit Union Act 1997 (as amended), and permitted the credit union's Board of Directors to approve subsequent changes to the Credit Union's Standard Rules.

Furthermore, the Central Bank of Ireland confirmed that the Board of Directors of a credit union can pass a resolution adopting the Standard Rules for Credit Unions 2024 (that incorporate the subsequent changes arising from the CUAA) and can submit same to the Central Bank of Ireland for registration.

Capital Credit Union's Board of Directors, assisted by the management team, reviewed and discussed the subsequent changes to the Credit Union's Standard Rules and approved the Adoption of those rules by Board Resolution.

The Central Bank have registered all of the changes to the Standard Rules, to include amendments relating to the Credit Union Amendment Act, the Assisted Decision-Making (Capacity) Act 2015 and gender neutral language in one go rather than individually and separately.

## Report of the Governance & Nomination Committee

### Potential New Directors

Volunteers are the heart of our organization, and we invite interested individuals to step forward and discover more about joining one of our committees or the Board of Directors. This is a fantastic opportunity to acquire new skills, enhance your CV, engage with the community, and make a positive impact. New volunteers also contribute to a continuous pool of potential Directors, allowing them to gain the knowledge, experience, and skills necessary to join the Board. If you're interested in volunteering with the credit union, please send your CV and a cover letter to [awalsh@capitalcu.ie](mailto:awalsh@capitalcu.ie).

As the Governance and Nomination Committee we are responsible for:

- Recruiting volunteers to the Board of Directors and various committees who direct, oversee, and monitor the activities of our Credit Union. Our volunteers represent the broader community, contributing a diverse range of opinions, skills, and expertise to our discussions.
- Conducting the Fitness & Probity review of the Management Team, Board of Directors and Board Oversight Committee members in line with legal and Central Bank requirements.
- Running an induction programme for identified volunteers.
- During the year Directors, Board Oversight Committee members and staff have continued to attend internal and external training relevant to their role in the Credit Union. As part of this, the Governance & Nomination Committee has recommended and sourced training during the year for Board members to continue to improve our knowledge and skills.
- Facilitate the assignment of committee membership to ensure the best fit of skills and experience with the needs of each committee.
- Ensuring that our succession planning, nominations, and volunteer policies remain up to date and valid.
- Reviewing the Board of Directors' legal duties during the year, ensuring that we comply with all requirements and report on same to the Board Oversight Committee.
- Supporting the Board of Directors in the review of its operations and self-assessment.

### Committee Members:

Ann Walsh, Karen Cashman, Peter Morrissey, John O'Neill.

## Report of the Audit, Risk & Compliance Committee

### Internal Audit

Under the Credit Union Act 1997 (as amended) ("the Act"), Capital Credit Union work with Moore Ireland as its independent Internal Audit Function.

As outlined in Section 76K of the Act the Internal Audit Function provides for:

- independent internal oversight and,
- evaluation and improvement of Capital Credit Union's risk management, internal controls and governance processes.

The annual work plan with Moore Ireland is specifically devised to cover areas that are critical to the business operation and other topical risk related issues. Moore Ireland report quarterly through this Committee to the Board of Directors on key areas, including processes for safeguarding the assets of the Credit Union. The recommendations of the Internal Audit Function are implemented to ensure the continuing compliance and improvement of risk mitigation within Capital Credit Union.

### Risk

The Audit, Risk & Compliance Committee monitors identified risks that could negatively impact Capital Credit Union and its Members. Risk events are assessed based on their likely occurrence, their potential impact and the controls and procedures that are in place to mitigate them.

The Committee reports to the Board of Directors on a monthly basis on scheduled risk reviews, changes in the profile of critical risks and the emergence of new risks. Each quarter the Risk Management Officer makes a detailed presentation to the Board of

Directors on the current status of the risk management function.

The Committee is pleased to confirm that all risks are managed to a level that minimises the threat to Capital Credit Union and its Members.

### Compliance

The Audit, Risk & Compliance Committee is responsible for ensuring that Capital Credit Union is operating in compliance with all applicable financial services legislation and any other legislation and regulations applicable to Credit Unions and that it has the necessary policies and procedures in place to ensure that it will be compliant with any new requirements as they are introduced.

Capital Credit Union has, as required, submitted its Annual Compliance Statement to the Central Bank of Ireland.

The Committee would like to thank the Management Team and Staff of Capital Credit Union for their commitment to risk and compliance management. The Committee would also like to acknowledge the significant challenges faced by Capital Credit Union during the unsuccessful systems migration earlier in the year. The issues crossed all of the functions under the stewardship of the Committee. The Committee worked with Management and various professional services to satisfactorily identify and resolve all issues.

### Committee Members:

Michele Brady, John O'Neill, Jim Kelly.

## Report of the Board Oversight Committee

Dear Member

The role of the Board Oversight Committee (“the BOC”) is to assess whether the Board has operated in accordance with Part IV and Part IVA of the Credit Union Act 1997, as amended (“the Act”) and any other matter prescribed by the Central Bank. We can confirm that we have conducted our obligations during the year in accordance with the requirements of the Act. We continue mandatory and other training to enhance our knowledge and skills to better perform our duties as members of the BOC.

We can confirm that the Board has operated in accordance with Part IV and Part IVA of the Act during the year. To meet the ongoing challenges, your credit union continues to adapt and develop to provide services that meet the needs of the members.

The Board works diligently on your behalf to ensure that your credit union continues to prosper. Members of the Board, who are all volunteers, give generously of their time to ensure that your credit union is controlled, directed, and managed in accordance with the requirements of the Act. Throughout the year they participate in numerous Board and Board Sub-Committee meetings. They set the strategy of your credit union, which lays the foundations for its continuing success. They also engage with regulators and other stakeholders to continue to develop your credit union.

We would like to commend the Board, and in particular the chairperson, for their continuing leadership, commitment, and endeavours on behalf of the members.

We acknowledge the ongoing commitment of the management team and the staff and appreciate their excellent work in continuing to provide an exceptional service to members.

Finally, we would like to thank the Board, the management team, and the staff for all their assistance during the year.

### Committee Members:

Jack Grehan, Rachel McCormac, Tom Horan.

# FAIR INSURANCE

People believe that insurance should work in your favour. That's why they have created really affordable and fair insurance that puts you first. They get you the right cover, that's easy to buy, and easy to understand.

### HOME INSURANCE

People guarantee to work every year to get you the lowest offer from their panel of insurance providers, ensuring the cost of your home cover doesn't automatically rise every year.

### LIFE INSURANCE

People Term Life Insurance offers the most affordable cover you'll find. They won't be beaten on price, they guarantee to match any premium plus the first month is free.

### TRAVEL INSURANCE

People Travel Insurance is always affordable, kids go free and they include covid cover at no extra cost. Plus no matter what your age they will always insure you.

### CAR INSURANCE

People Car Insurance policies are designed to work in your favour, no matter what kind of driver you are. They offer options for experienced drivers, young drivers, and even electric vehicle owners.



THE RIGHT PROTECTION, THAT'S EASY TO BUY, AND EASY TO UNDERSTAND.  
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CUIS Financial Services DAC, t/a People is regulated by the Central Bank of Ireland. Ref No. C182485

## Proudly Supporting Our Community

Supporting Our Local Community Is What We Do Best!



YMCA



St Tiernans Thank You Letter



St Tiernan's Community School



Templeogue Synge Street



Old County Pitch and Putt



Imagine Dundrum

## Prize Draw Winners

Month	Top Prize Winner	Month	Top Prize Winner
Oct-23	Helen Cox	Apr-24	Jose David Mata Marin
Nov-23	Alison Rooney	May-24	Edmund Mc Donnell
Dec-23	Bernadette Kiernan	Jun-24	Conor Horgan
Jan-24	Eoin Ryan	Jul-24	Dorothy C
Feb-24	Elizabeth Linda Kenny	Aug-24	Rosemary Mulligan
Mar-24	Jacinta O'Hara	Sep-24	Darren Devereux

**JOIN OUR**  
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**Join Today for Just €5 a Month!**

Every month, there's a prize pool of at least €35,000, giving you lots of chances to be a winner!

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*Terms and conditions apply.*

**SCAN ME**



## Why your Nomination Matters

A Nomination on your account will allow for the release of your funds to your nominee in the event of your death without the need of Probate\*. This is an important feature of a Nomination, as funds can be quickly accessed by a loved one.

\*Some important information:

- **The maximum amount that can pass under a Nomination is currently €27,000.**
- **A Nomination is not revocable or variable by the terms of your Will or a codicil to your Will.**
- **All members aged 16 and over should consider having a Nomination in place.**

To check your Nominee, simply contact any of our offices.

If you need to change your Nomination, you can fill in a new Nomination form and we will update your account records.

Scan for  
more info



### Get in touch today

 (01) 299 0400  [info@capitalcu.ie](mailto:info@capitalcu.ie)

 [www.capitalcu.ie](http://www.capitalcu.ie)

## Update your Account Records

To comply with regulatory requirements, we are asking members to ensure that their identification documentation is on file and kept up to date.

By law, we are required to have both up-to-date valid Photo ID and Address Verification for all our members. The following are examples of acceptable Photo ID documents:

- Valid Passport
- Valid Driving Licence

The following are examples of acceptable Address Verification documents:  
(Please note this document must be dated within the previous 6 months)

- Utility Bill
- Bank Statement / Fee Notification
- Government correspondence

For a full list of acceptable documents, please see: [capitalcu.ie/members/](http://capitalcu.ie/members/)

You can present your documents to any of our offices and staff will update your records. Alternatively, you can go to [capitalcu.ie/members/](http://capitalcu.ie/members/) and upload your documentation from the comfort of your own home.





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HAPPEN!**

**Mortgages up to €400,000**

Get in touch today

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Capital Credit Union is regulated by the Central Bank of Ireland. Loans are subject to approval. Terms and Conditions apply. A first legal charge is required for all mortgages. Mortgage protection insurance and home insurance are required.

Warning: If you do not meet the repayments on your loan, your account will go into arrears. This may affect your credit rating which may limit your ability to access credit in the future.

Warning: If you do not keep up repayments, you may lose your home.

Warning: (Variable Rate): The cost of your monthly repayments may increase.

Warning: You may have to pay charges if you pay off a fixed rate loan early.

## Scholarship Testimonials



*I am a mature student studying Classics, Archaeology and Art History, a four year degree course in University College Dublin. I applied for the scholarship as I've had to reduce my working hours to twenty hours a week due to my college workload and I'm finding it difficult balance both. I intend to use the money to take some weeks off work, which will be unpaid in order to study properly for upcoming exams. As I've been a Capital Credit Union member for somewhere in the region of forty years I've used credit union loans for anything from buying a mobile home to borrowing to pay overdue bills to keep my heating on. For a lot of local people the credit union is the place to access loans both big and small that allow them to add value to their life or sometimes just to keep a basic standard of living*  
– William Coughlan

*I've been a member of Capital Credit Union since I was 7 years old. I am currently studying Chemistry in University College Dublin. It is a four year Level 8 course, I plan to graduate summer of 2026. I am so happy to have won this draw! This will definitely help towards my day-to-day college expenses including my transport to and from college. I would like to thank Capital Credit Union for supporting me on my educational journey. Thank you! Thank you! – Sarah Fleming*



*I am currently studying Cyber Security with Dundrum college and the open college. I applied as I have returned to college to further my studies after having my daughter. I am so lucky and fortunate to have been selected for the scholarship, the funds will be used to further my studies and education. Capital Credit Union has provided so much and more for its community, I have been apart of it for years and the trust and kind relationships they have formed with their community has been a main factor as to why I've continued to be an active member with them and I'm honoured to be a part of it.*  
– Millie McCloskey O'Toole

### Scholarship Winners 2024

Abraham Varghese  
Aliesha Traynor  
Andrea Breen  
Anne Marie Whyte  
Aoife Nolan  
Daniel Cleary  
Edel Kane  
Emily Pickering

Emma Babos  
Johanna Casey  
Joshua Walsh  
Keela Duffy Naughton  
Kim Weblin  
Louise McDonough  
Millie McCloskey O'Toole  
Rebecca Gribben

Ryan Whelan  
Saad Bin Habib  
Saoirse Fitzgerald  
Sarah Fleming  
Sean Dunn  
Sophia Godoy  
Thomas Connors  
William Coughlan



Capital  
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Serving our members for 58 years!

**1966 - 2024**