



1st CLASS



C R E D I T U N I O N

Dear Members,

Thank you for your patience and co-operation as we have transitioned over to our new IT system Progress. As mentioned previously it was not an easy choice for us to make but was a critical one in terms of mitigating risk to our organisation. Most members should now have a PIN number to access their online account and we have distributed thousands of these in the past 8 weeks.

We are continuing to look for improvements to the service we provide to you. Most important of all is that your data was migrated successfully and securely to the new platform. We are aiming by Spring to have faster payments to you should you request a withdrawal and will have more information on this towards the turn of the year. Thank you again for your participation, patience and understanding.

DIRECTORS UPDATE

We are pleased to welcome 2 new directors to our Board of Directors, Shahida Raza and Brenda Morgan. Read a small bio about them below.

Shahida Raza: 'I live in the Midlands and work for Health and Safety Executive as a Regulatory Compliance officer and an Ethnic Minority Network chair. My role is nationwide, but I mainly work at home. I have worked for HSE over 20 years. I am originally from Cardiff in Wales where I was born and lived my entire life. I am a Group Scout Leader where I set up a scout group in the deprived area of where I live. I am a fencing coach with British Fencing, I love kayaking along the safer routes of the Birmingham canals.'

Most exciting thing that has happened to me this year was to attend the Queens Garden party after being luckily nominated by my Chief Executive for the diversity work, I have done during COVID. I have been a member of Credit Union (CU) for over 15 years, and I have really benefited from saving with CU. As a customer I have seen first-hand the benefits and the service provided, I am really looking forward to the Director role especially as things are changing it's a real exciting time to be part of the CU change journey'.

Brenda Morgan: 'I have been a member of the credit union since 2017. I work in the public sector with over 15 years of managerial experience working within the operational delivery directorate. Working for the Department of Working Pensions I have had various roles with a great knowledge in Working Age Benefits and Working Health Sector. I am in addition a union rep for

PCS as well as a branch health and safety representative. This role involves liaising with outside stakeholders to maintain a safe working environment. I am currently chairperson on the board of the departments social committee which involves organising and arranging events as well as organising raffles and fundraising. I am delighted to be elected to the board as it shows great diversity and inclusion of women. I will embrace this responsibility and look forward to maintaining the high ethical standards met by 1st Class Credit Union. I am keen to invest a significant amount of time in this role and willing to undertake the required training needed. I recognise that members are the biggest strength of a credit Union as it is set up by the people for the people'.

NEW STAFF UPDATE

We are proud to announce Hayley Forrester as our newest Member Services Team member.

Hayley: 'I'm grateful to now become a full-time Member Services Officer at 1st Class Credit Union, while also having the chance to get through my Administration and IT Apprenticeship at the same time. Thanks to my colleagues, Gayle, and Luke, for offering me a full-time spot at the CU. I have so far enjoyed my experience at 1st Class in the last few months as I was welcomed with nothing but happy faces and all staff members willing to help. I look forward to growing with the credit union, continue to learn more, and make more friendships along the way'.



BEN NEVIS FUNDRAISER

Following on from our staff taking part to climb Ben Nevis on 20th September 2022, raising awareness and funds for Acute Lymphoblastic Leukaemia (ALL) Charity and for The Queen Elizabeth Hospital for Sick Kids in Glasgow.

We are extremely thankful for the help and support, we received from everyone who donated to us! We raised a total of £3,100 for this charity event!

If you have any ideas what we should do or where we should go next, please let us know...



BELFAST EVENT

1st Class Credit Union staff, including some of our Board members recently travelled to Belfast to make connections with some of our member sites, some key contacts within CWU and to develop our relationship with our IT provider Progress at a super user event. We visited Royal Mail Centre, Enterprise Way Newtownabbey and British Telecom, Telephone House, May Street. We also

were able to host our monthly Board Meeting at the CWU regional office in Belfast with thanks to Erin Massey from CWU for organising this. Some of our colleagues also helped at Peoples Kitchen Belfast as part of a community outreach programme. A key outcome for us from the trip is to recruit 1st Class CU ambassadors – look out for information on this soon. For now, goodbye Belfast – Great People and a Great City!



AGM PREP

1st Class Credit Union have already begun to prepare for your AGM. It has been a privilege to serve you this year and am so grateful that I was able to speak to so many of you personally as we transitioned over to our new IT system. We hope to hold our AGM towards the end of February 2023 and will confirm a specific date to you asap. We hope that for the first time in a while (due to the pandemic), we will get back to holding this in person in Glasgow and will also add in a dial-in option for those that do not want to or cannot travel making it a fully accessible, affordable, and inclusive AGM for all our members. As we did last year, we will provide you with an AGM booklet to accompany the meeting, so that you can read all about your organisation. Key topics this year will

include Cost of Living and how we are helping our vulnerable members, Social Impact and Community Action and a focus on Lending and the products we have to offer. There will also be information on our operational team and Board of Directors. Ahead of the AGM we will be asking you to submit questions and we hope to answer all of your questions on the day.

If you have questions you would like to submit, please contact Luke@1stclasscu.co.uk

We will of course be in touch beforehand and will look forward to seeing you on the day whether that is in person or by Teams.



1st Class Credit Union Ltd, 105 Bell St, Glasgow, G4 0TQ

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and The Prudential Regulation Authority (FRN No. 213700) Mutuals Societys Register 72CUS

We are emailing you because you are a member/prospective member of 1st Class Credit Union

Our mailing address is:

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