

18th ANNUAL GENERAL MEETING

TABLE OF CONTENTS

	Pages
AGM AGENDA	2
LISTING OF SERVING OFFICER	3
UPDATING OF ACCOUNTS	4
MINUTES OF 17 TH ANNUAL GENERAL REPORT	5-11
PRESIDENT'S REPORT	12-14
CREDIT COMMITTEE REPORT	15-16
TREASURER'S REPORT	17-18
BUDGET 2018/2019	19
SUPERVISORY REPORT	20-21
AUDITED FINANCIAL STATEMENTS	22-45
OPENING OF ACCOUNTS REQUIREMENTS	46
RESOLUTION FOR NET SURPLUS DISTRIBUTION	47

18th Annual General Meeting

Business Agenda

1. Meeting Called to Order Mr Carmelo Juarez
2. National Anthem
3. Prayer of St. Francis of Assisi Mrs. Olga Garcia
4. Approval of Minutes 17th AGM Mrs. Marie Aleman
5. Reports
 - a. Board of Directors Mr. Carmelo Juarez
 - b. Credit Committee Mr. Pedro Kuk
 - c. Treasurer's Report Mr. Oscar Requena
 - d. Supervisory Committee Ms. Lilia Requena
6. Discussion & Approval of Reports
Declaration of Dividends
7. Election of Officers
 - 1. Board of Directors Two Vacancies
 - 2. Credit Committee One Vacancy
 - 3. Supervisory Committee One Vacancy
8. New Business
 - a. Appointment of External Auditor
9. Vote Of Thanks
10. Adjournment of Business Meeting
Raffle and Refreshments

Saturday, May 19, 2018 at 9AM
FATHER FRANCIS J. RING S.J. PARISH HALL,
PUNTA GORDA TOWN

SERVING OFFICERS

BOARD OF DIRECTORS

- | | | |
|-----------------------|----------------|-------------------|
| 1. Mr. Carmelo Juarez | President | (Two more years) |
| 2. Mrs. Olga Garcia | Vice President | (One more years) |
| 3. Mr. Oscar Requena | Treasurer | (One more years) |
| 4. Mrs. Marie Aleman | Secretary | (Term ends today) |
| 5. Mr. Victor Paulino | Member | (Term ends today) |

CREDIT COMMITTEE

- | | | |
|-------------------------|----------|-------------------|
| 1. Mr. Geraldo Baltazar | Member | (Two more years) |
| 2. Mrs. Joanna Monk | Chairman | (One more years) |
| 3. Mr. Pedro Kuk | Member | (Term ends today) |

SUPERVISORY COMMITTEE

- | | | |
|------------------------|-----------|-------------------|
| 1. Mrs. Lilia Requena | Chairman | (Two more years) |
| 2. Mr. Andy Johnston | Member | (Onemore years) |
| 3. Mr. Raymond Coleman | Secretary | (Term ends today) |

NOMINATION COMMITTEE

The nominating committee are as follows:

Mr. Oscar Requena
Mr. Carmelo Jaurez
Mrs. Olga Garcia

To All Members of Toledo Teachers Credit Union,

**RE: Updating of member information in compliance
with Central Bank of Belize
Regulations of Anti-Money Laundering**

Toledo Teachers Credit Union (TTCU) advises all members to update their accounts, This is important for the verification of identity and current address verification.

TTCU advise its members, whose account information is not updated, that such account(s) are blocked until all necessary information is provide to Toledo Teachers Credit Union, Ltd.

Local legislation requires Toledo Teachers Credit Union to terminate a member relationship if identity verification cannot be completed. In order to avoid this, TTCU is requesting members to contact the office to determine their account status. TTCU wishes to continue providing uninterrupted services to you.

Please note that all account updates must be made in person at your credit union. For further information, kindly contact your Credit Union as soon as possible.

The Management of Toledo Teachers Credit Union.

Minutes of 17th Annual General Meeting
20th May 2017
Father Francis J. Ring S.J. Parish Hall
George Price Street, Punta Gorda Town, Toledo District

Members, visitors, and invited guests (St. Francis Xavier, St. Martins CU, St. Johns, Holy Redeemer Credit Unions, Belize Natural Energy Trust and Belize Credit Union League(were welcomed by Mr. Geraldo Baltazar).

17th AGM of the Toledo Teachers Credit Union was called to order at 9:20 am by Mr. Carmelo Juarez, President of TTCU Board of Directors.

Mr. Walter Garbutt

Students from Big Falls RC School, Silver Creek RC School, San Pedro Columbia RC School and San Miguel RC School.

All rose for the singing of the Belizean National Anthem.

The Prayer of St. Francis Assisi was guided by Mrs. Olga Garcia.

The minutes of the 17th Annual General Meeting were read by Board of Directors Vice-President Mrs. Olga Garcia. A few minutes was given to the audience to review the minutes in the AGM Booklet on page 5-13.

Corrections to Minutes

- There were no corrections to the minutes.

Motion to accept minutes as corrected was made by Mr. Howard Reyes and seconded by Mr. John Roches.

Report from the Board of Directors

Mr. Carmelo Juarez, TTCU's President read the Board of Directors report. The report for the Board of Directors can be found on page 14-17 in the AGM booklet. Mr. Juarez welcomed the members of the Credit Union to the 17th Annual General Meeting. Mr. Juarez stated that despite all of the challenges that we face as a nation, and as an institution, this team along with the Supervisory and Credit Committees, and the employees have realized another successful year. The Board along with the General

Manager and the management team has throughout the year planned to achieve the targets set out in the TTCU Strategic Plan.

Central Bank has requested that all members must update their account to be in line with regulations. Members are encouraged to come in as soon as possible to update all accounts.

In November 2016 an internal audit was conducted by the Central Bank of Belize to examine the efficiency of governance practices by the Board and the management team. While there were areas of weakness the recommendations made by Central Bank will be put in place by the target deadlines set.

Report from the Treasurer, Board of Directors

Mr. Oscar Requena, TTCU Treasurer, read the Treasurer's report. The Treasurer's report can be found on page 20-21 of the AGM Booklet.

Mr. Requena reviewed the tables presented in the report: (1) Financial Position of the TTCU and (2) Distribution of Net Surplus. Assets, loans, member's savings, institutional capital have increased. The credit union has increased the collection of delinquent loans to 27.25% and delinquency has remained stationary at only 3%. This demonstrates that the borrowers of the credit union are honouring their commitment. Undivided earnings for the period April 1, 2016 to March 31, 2017 is \$649,755.00. Total dividends to be paid \$409,681.86. We have increased our capital and we will continue to do so in the next fiscal period.

The Budget for the fiscal year 2017-2018 can be found on page 22.

Although all of our targets were almost achieved, we are faced with numerous challenges in the areas of delinquency, classification of loans as performing or non-performing. The Credit Union is committed to meeting the recommendations of Central Bank by the target deadlines. We are looking forward to another productive year as we continue to make the credit union and the credit union movement stronger.

Mr. Requena made special mention of the hard work and dedication of the General Manager of the TTCU, Mr. Leopoldo Romero. Mr Romero is not only the General Manager of the TTCU, he also serves as the President of the Belize Credit Union League. We are proud that he represents the TTCU and hails from the Toledo District.

Report from the Credit Committee

The report of the Credit Committee was read by the Secretary Mr. Pedro Kuk. The report of the Credit Committee can be found on page 18-19 of the AGM Booklet.

The Credit Committee continues to meet every Friday to observe and approve loans by the Credit Officers and Manager, as well as those submitted directly to the committee for approval. We approve loans over \$25,000.00 to a maximum ceiling of \$50,000.00. For large loans greater than \$50,000.00, the Board of Directors must grant a waiver to the committee to approve these loans.

This year the Credit Committee worked closely with the staff and officers of the Board of Directors to develop a new loan policy manual, and this manual will guide the disbursement of loans to members and establishes lending rules that all loan officers must abide by. This year the Credit Union launched its line of credit program which offers TTCU members the option of having a small replenishing loan that they can continually use over a 3 year period. Members make routine monthly payments, however the loan payments replenish the line of credit.

We are confident that we have satisfied all our members as we continue to carry out our responsibilities to the best of our ability.

Report from the Supervisory Committee.

The report from the Supervisory Committee was read by Chairperson, Mrs. Lilia Requena. The report of the Supervisory Committee can be found on page 23-24 of the AGM booklet.

The Supervisory Committee is comprised of a 3-member team, elected for the purpose of examining the affairs of the Credit Union and safeguarding the Credit Union's assets and protecting the interests of the membership. We are delighted to report on activities conducted throughout the year which created the checks and balances within our institution. We continue to conduct observations on cash counts, examine shares, deposits, and loan statements, ratify monthly and quarterly financial statements, and review delinquency reports. We can publicly say that our credit union is on the right track in meeting strategic objectives. By observing all of these activities and policies, we concur that we are contented with the efforts of the management team and the Board who work tirelessly for the betterment of this institution.

Approval of Reports as Presented

On a motion made by President Mr. Juarez, all reports were accepted as read by Ms. Jackline Burns and seconded by Ms. Stacia Rivero

Matters Arising from Reports

1. Ms. Jackline Burns made a comment on that a lot of young people are in the audience, especially from the schools, and the students need to be behaving better. Additionally there are a lot of young children in the audience who are getting thirsty and water should be provided for them.
2. Question regarding Atlantic Insurance, loans will be insured over \$40,000.00. Currently the credit union only pays \$8,000.00 to the beneficiary upon death in addition to the savings. Will the credit union be offering insurance on shares / savings above \$8,000.00?The General Manager offered an explanation and some research has to be conducted to determine how much it costs. This is something that the Board of Directors can consider, as the Credit Union has over \$13,000,000.00 in savings.
3. Request from Ivan Delgado. Senior citizens of this community, when we go the Credit Union, and we have to stand up outside and the line is so long, we are past that stage, can we be given a little consideration and respect that we can get service quickly because it is difficult to stand in line for a long time. The President Mr. Juarez responded says that we are working on it and we beg the patience of the members. Mr. Romero responded that Security Guards have been instructed to bring in all the elderly, pregnant women and persons with disabilities to come inside for direct service. Mr. Romero thanked Mr. Delgado for his concern and said that he would meet with staff on Tuesday morning.
4. From Melissa Cabral: what is needed to update an account? The following items are required: a valid social security card, passport, utility bills, and letter of employment. For those persons who do not have a utility bill, must visit the office for a special form to have the Alcalde or Village Chairperson to fill out to state that a particular member resides in a specific location. On pages 4 and 50 of the booklet gives all of the information for updating accounts or opening a new account.
5. A Member commented that she only understands Spanish and because the meeting is entirely in English then she does not understand anything. Mr. Juarez responded that we are mindful that we need to communicate in both languages.

Mr. Requena reviewed the business of the meeting thus far in Spanish. Mr. Romero updated the members in Spanish on the regulations for updating accounts and opening new accounts. Mr. Juarez also pledged that additional efforts would be made to accommodate members who speak Spanish as a first language.

6. Mr. Winston Chun had a question regarding the removal of \$36,100 which was stolen from the Branch had some consequences on the income of the credit union. Mr. Juarez responded that the funds are insured, but as a result of the prolonged court case the insurance only covers the loss for a short period of time. Mr. Romero explained further. The robbery occurred in 2012, and the Credit Union had everything insured but on a technicality and the assets and property of the Credit Union was insured they were not insured against theft. The Government lost the case. The positive outcome of the court resulted in the robbers denying anything to do with the money. Despite the overwhelming evidence, the case was lost as a result of poor police work. The money is currently at the Heritage Bank, and the Credit Union has applied for the return the money. It has been a part of the receivables for 5 years, so it had to be removed from the books. We have not 'lost' the money it just takes a long time for it to be returned.

Declaration of Dividends

Mr. Oscar Requena presented the resolution for the declaration of dividends. The resolution can be found on page 51 of the booklet. The Board of Directors set the target for the payment of dividends of a minimum of 3.5% for the period under review. There is an allocation of \$409,681.86 is paid back to the members. This is the recommendation made by the Board.

- John Roches expressed a concern of 3.5%. Mr. Roches explained that the \$36,000 should be realigned to pay 4% dividends. Mr. Requena explained that while the money is not lost, but it is not in the possession of the credit union yet, so we cannot pledge 4%. The \$36,000 will be reported as income in the upcoming fiscal year.
- Mr. Oscar Requena put the motion to the floor. Mr. Agapito Requena approved the motion. Mr. Oscar Requena asked for a show of hands for approval of the payment of 3.5% dividends. Mr. Oscar Requena asked for a show of hand for those against the resolution. The resolution was accepted.

Nomination and Election of Officers

Ms. Beverly McCoy will carry out the election of officers on behalf of the Belize Credit Union League. At this AGM there will be election of one officers from each of the Board of Directors, Credit Committee and Supervisory Committee.

Election of Board Members

Ms. McCoy asked all officers up for re-election to step down. A round of applause was given to all the officers who have served the credit union. A nominating committee was put forth for the elections. This committee was comprised of Mrs. Olga Garcia, Mr. Victor Paulino, and Mr. Oscar Requena. Ms. McCoy reviewed the minimum qualifications of Board Members, and emphasized the time commitment required to serve on the Board. The minimum qualifications are listed below:

- Member of the credit union
- Over the age of 18
- Convicted of any offence under the Laws of Belize
- Be in good standing with the credit union or other lending institution
- Have never declared bankruptcy.
- Have sufficient time to fulfil the obligations of the position, a minimum of 20 hours per month.
- Willing to undergo professional development training for the position.

Mr. Oscar Requena made a statement regarding the nomination of officers to the Board of Directors.

The floor was opened for 2 minutes at 11:19 AM for additional nominations. The roles and responsibilities of the credit union were reviewed by Ms. McCoy. No nominations were received from the floor.

Motion was made to close the nominations was made by Ms. Jackline Burns. Ms. McCoy asked for a show of hands to reappoint Mr. Carmelo Juarez back to the Board of Directors.

Credit Committee

The floor was opened for two minutes at 11:22 PM for additional nominations to the Credit Committee. Ms. Beverly McCoy reviewed the roles and responsibilities of the Credit Committee. No nominations were received from the floor.

Motion was made to close the nominations was made by Ms. Melissa Cabral. Ms. McCoy asked for a show of hands to reappoint Mr. Geraldo Baltazar and was welcomed back to the Credit Committee.

Supervisory Committee

The floor was opened for additional nominations at 11:25 PM for the Supervisory Committee. Ms. Beverly McCoy reviewed the roles and responsibilities of the Supervisory Committee. No nominations were received from the floor.

Motion was made to close the nominations was made by Mr. Allen Zuniga. Ms. McCoy asked for a show of hands to reappoint Mrs. Lilia Requena was welcomed back to the Board of Directors.

Ms. McCoy was thanked with a round of applause for carrying out the election.

New Business

Confirmation of External Auditor. Mr. Oscar Requena asked the membership to approve the Board of Directors the permission to appoint a new auditing firm. TTCU has been using Baker Tilly Hulse for the past 5 years and there is a time to change firms. By 415show of hands the membership gave the permission to the Board of Directors to identify and contract a firm to carry out the external audit for the next fiscal year.

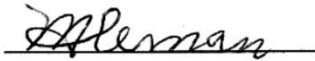
Raffle Prizes

1. 121306 - \$100 cash prize to Maria Rash from Barranco Village
2. 121424 - \$100 cash prize to Modesta Palacio from Punta Gorda
3. 121383 - \$100 cash prize to Edgar Caal from Santa Elena Village
4. 121415 - \$100 cash prize to Pablo Ical from Big Falls Village
5. 121252 - \$100 cash prize to Anna Cuc from Aguacate Village
6. 121244 - \$100 cash prize to Sarita Bol from Punta Gorda
7. 121335 - \$100 cash prize to Odalie Lopez from Bella Vista Village
8. 121446 - \$100 cash prize to Agnes Pop from Mabil Ha Village
9. 121230 - \$100 cash prize to Sabina Ico from Silver Creek Village
10. 121411 - \$100 cash prize to Jose Rodriguez from Bella Vista Village
11. 121262 - \$100 cash prize to Sharina Sam from Santa Teresa Village
12. 121453 - \$100 cash prize to Angelita Rash from Trio Village
13. 121187 – 1 t-shirt to Albina Salam from Mabil Ha Village
14. 121428 – 1 t-shirt to Bertoni Romero from San Pedro Columbia Village
15. 121471 – 1 t-shirt to Mateo Choco from Big Falls Village
16. 121224 – 1 t-shirt to Susanna Choc from Silver Creek Village

17. 121386 – 1 t-shirt to Adam Cal from Bella Vista Village
18. 121390 – 1 t-shirt to Maria Rash from Bella Vista Village
19. 121387 – 1 t-shirt to Rosenda Max from Santa Teresa Village

Vote of Thanks was given by Mr. Ray Coleman of the Supervisory Committee.

Meeting was adjourned at 11:52 PM on a motion made by Mr. Winston Chun and seconded by Mr. Allen Zuniga.



Mrs. Marie Aleman
Secretary



Mr. Carmelo Juarez
President

Board of Director's Report

Fiscal period April 1, 2017 to March 31, 2018

The Board of Directors takes pleasure in welcoming you, our esteemed members/owners and prospective members, to our 18th Annual General Meeting of the Toledo Teachers Credit Union. It is a distinct privilege to report for the fiscal year April 1, 2017 to March 31, 2018. The serving board members for the period 2017/2018 are as follows:

Mr. Carmelo Juarez	President
Mrs. Olga Garcia	Vice –President
Mrs. Marie Aleman	Secretary
Mr. Oscar Requena	Treasurer
Mr. Victor Paulino	Director

On behalf of the board I take this opportunity to express our gratitude for the trust and confidence you have entrusted in us to guide and execute our fiduciary duties to the best of our abilities. May I share some of the major developments and challenges we have encountered during this reporting period.

The financial position of our credit union has been stable in spite of the harsh economic challenges that we as a people faced for this fiscal period. Our net surplus provides for, good returns to you the members above market rates, and we were able to increase our reserves above set requirements. The Board of Directors has diligently reviewed and approved the financial reports provided by Management to ensure our credit union is in good standing. The burglary at the Branch office has been addressed properly and today we have recovered our monies through the insurance company. We have managed to structure the branch office and reinforce security for prevention of another such occurrence and at the same time make it a suitable environment for our members to do business. We have also engaged the Belize Credit Union League to perform internal audits to ensure that our performance is up to standards. The Treasurer of the Board will provide in details the figures to indicate the actual financial position of our credit union.

The National Payment System (NPS) is here and jointly with our other credit unions and the Belize Credit Union League, we have engaged and invested to facilitate direct and immediate payments throughout the country. The Central Bank of Belize has organized and implemented this system to provide for accuracy and quick access to funds being paid to our members. Through the Belize Credit Union League, we have established the Stabilization Fund and three credit unions have joined and invested for safety of our credit unions in the event of any major negative impact event.

The Presidency of BCUL for the first time in history is being held by our credit union. Our general manager has represented us well and since he is the President of BCUL Board he has been appointed on the Caribbean Confederation of Credit Unions, where Belize is a member country. The CCCU held its quarterly board meeting in Belize City and met with several regulatory authorities, and government officials. A special forum was also organized with the Presidents and Managers of the eight affiliated credit unions of BCUL. TTCU is also participating in the IDB project, being implemented by BCUL, in which a network of agents will be able to provide service to members. You will not need to travel to the office to make your savings or pay your loans, you will be able to do this at your nearest agent in your community.

Regulation is a must and all financial institutions, and we must comply with national and international standards. Our credit union is no exception so we need to comply with the requirements. International Financial Reporting Standards (IFRS 9) is a new reporting standard that will impact the Credit Union Movement. The need to provision for loans in the different sectors in relation to possible defaults is also a new system we must address.

TTCU has a total asset value of \$22.66 million, and by law we are required to have in place a Compliance Officer and an Internal Auditor. We have advertised for potential candidates for the post of Compliance Officer and Internal Auditor. These positions will enhance the monitoring of suspicious transactions, related party accounts and the risk rating of membership accounts. Members are being asked to provide proof of source of funds and comply with updating their accounts.

The regulator, the Central Bank of Belize requires that the TTCU submit all required reports to ensure proper measures are in place to safe guard our assets and members finances. Our officers have been trained in Anti-Money Laundering (AML) and we have appointed a compliance officer to put in place a vigorous compliance programme. **We are aware of the difficulties our members encountered in obtaining the necessary documents to update their accounts but we cannot continue to operate without the proper IDs and so more accounts will be frozen and closed.** The internal audit done by BCUL has guided us to make policy adjustments and implement best practices to mitigate risk at all levels. Management has developed a master plan for the new fiscal period that calls for further policy development, training, and schedules for Board activities.

The Board of Directors, with assistance from BCUL and our other sister credit unions, have made a major decision to change our core software platform, since the present one falls

short in many fields of regulation such as risk rating, loan portfolio management and compliance report.

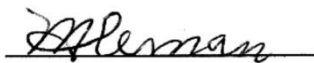
Management researched for over a year and a half to ensure the proper core software is obtained. We are pleased to have selected SHARETEC, since this service provider will take us into the future with several modules that are needed to compete in the financial arena. SHARETEC is a sound company with clients in the region and in the United States. The software will provide for accurately managing the loan portfolio, our biggest asset, market our credit union on line via emails, text messages, and portals. You will be able to access online services where you will be able to transfer funds, pay bills, and review your account balance from anywhere you have internet service. Our members will be able to conduct business from their cell phones or tablets and feel secure that no one can access their information. Our young generation will enjoy doing business with us, but not leaving the founders and older generations behind.

In conclusion, on behalf of the Board of Directors, I take this opportunity to acknowledge the consistent work of our management and staff, the Supervisory Committee, the Credit Committee, the Belize Credit Union League, the Caribbean Confederation of Credit Unions, the Central Bank of Belize, the Financial Intelligence Unit and all those who work diligently to ensure our credit union movement is in compliance and remains viable for many generations. Most importantly I want to thank you our members/owners for the confidence and support you have given us.

Thank you!



Mr. Carmelo Juarez



Mrs. Marie Aleman



Mr. Oscar Requena



Mrs. Olga Garcia



Mr. Victor Paulino

Board of Director's Report

01 de abril de 2017 al 31 de marzo de 2018

La Junta Directiva tiene el placer de darle la bienvenida nuestros estimados miembros/propietarios y futuros miembros a nuestros 18th Reunión General Anual de la cooperativa de crédito y a horro de nuestra cooperativa. Es un privilegio para informarles del periodo 01 de abril de 2017 al 31 de marzo, 2018. Los miembros de la directiva que sirve para el período 2017/2018 son los siguientes:

Sr. Carmelo Juárez president	Sra. Olga García Vice – presidente
Sra. Marie Alemán Secretaria	Tesorero Sr. Oscar Requena
Director Sr. Víctor Paulino	

En nombre del Consejo, aprovecho esta oportunidad para expresar nuestro agradecimiento por la ayuda y la confianza que han puesto en nosotros para guiar y ejecutar nuestros deberes fiduciarios en lo mejor de nuestras capacidades. Yo puedo compartir algunas de las principales novedades o retos que nos hemos encontrado durante este período de informes.

La situación financiera de nuestra cooperativa ha sido notablemente estable a pesar de los desafíos económicos fuertes que como miembros enfrentamos en este periodo. Nuestro ingreso provee, para buenos retornos para los miembros, sobre las tasas del mercado, y hemos sido capaces de aumentar nuestras reservas sobre las necesidades actuales. El Consejo de administración ha diligentemente y de manera oportuna revisado y aprobado los doce informes financieros proporcionados por la administración para asegurar que nuestra Unión de crédito es válida. El robo en la sucursal ha sido tratado correctamente y hoy hemos recuperado nuestro dinero a través de la compañía de seguros que trabajamos. Hemos conseguido preparar la sucursal en la estructura y reforzar la seguridad para la prevención de otras tales ocurrencias y al mismo tiempo mantenido un ambiente adecuado para nuestros socios hacer negocios. También nos hemos dedicado a la Liga de cooperativas de Belice para realizar auditorías internas para asegurar que nuestro rendimiento y negocios estén a par con los requisitos estándares. El Tesorero de la Junta ofrecerá en detalles los números para indicar la real situación financiera de nuestra cooperativa.

La Sistema (NPS) Sistema de Pagos Nacional está aquí y conjuntamente con nuestras otras cooperativas de ahorro y crédito de Belice, hemos contratado e invertido para facilitar los pagos directos e inmediatos en todo el país. El Banco Central de Belice ha organizado e implementado este sistema para proporcionar exactitud y rápido acceso a los fondos pagados a nuestros miembros. A través de la Liga de cooperativas de ahorro y crédito de Belice, hemos establecido el fondo de estabilización y tres cooperativas de ahorro y crédito han unido e invertido para la seguridad de nuestras cooperativas de crédito en caso de cualquier gran evento de impacto negativo. Se celebra la Presidencia de BCUL por primera vez en la historia por nuestra Unión de crédito. Nuestro director general nos ha representado bien y puesto que él es el Presidente de la Junta de BCUL ha sido nombrado en La Confederación de cooperativas del Caribe, la región del Caribe, donde Belice es un país miembro. La CCCU celebró su reunión trimestral del Consejo en ciudad de Belice y se reunió con varias autoridades reguladoras, funcionarios gubernamentales y líderes de la oposición, incluyendo el alcalde y concejales de la ciudad de Belice. También se organizó un foro especial con los presidentes y directores de todas las ocho afiliadas cooperativas de BCUL. Nuestra Unión de crédito participa también en el proyecto del BID, ejecutado por BCUL, en la que una red de agentes será capaz de proporcionar servicio a usted los miembros para facilitar el acceso a su servicio como se indica. Usted no tendrá que viajar a las oficinas para hacer sus ahorros o pagar sus préstamos, podrás hacerlo en tu agencia más cercano en su comunidad.

Regulación es una necesidad y todas las instituciones financieras, incluyendo prestamistas, empresas de intercambio de dinero y todo el país deben cumplir con normas nacionales e internacionales. Nuestra Unión de crédito no es la excepción así que tenemos que cumplir con los requisitos. (IFRS9), que es cambio nuevo, Estándar de Reportes Financieros Internacionales, mejor conocido como, Internacional Financial Reporting Standards, en Ingles, impactará también el movimiento de ahorro y crédito. La necesidad de provisión para préstamos en los diferentes sectores en lo referente a posibles defectos es un nuevo sistema, que también debemos abordar. TTCU tiene un valor total de activos de 22,66 millones, por lo tanto, por ley que estamos obligados a haber en el lugar un oficial de cumplimiento y Auditor interno. Nos hemos anunciado para potenciales candidatos para el cargo de Auditor interno y oficial de cumplimiento siendo ambos altos cargos. Estas posiciones se mejorará el seguimiento de transacciones sospechosas, cuentas de partidos y riesgo clasificación de cuentas de membresía. En todo

momento los miembros deben proporcionar evidencia de la procedencia de los fondos y actualizar sus cuentas.

Debemos presentar al regulador en tiempo y forma todos los reportes de crédito necesarios para que nosotros podemos ser auditados para asegurar las medidas apropiadas se guarda en lugar seguro nuestras finanzas activos y miembros. Nuestros funcionarios hemos recibido capacitación en el lavado de dinero (AML) y hemos nombrado a un cumplimiento oficial para poner en marcha un programa de cumplimiento vigoroso. Estamos consientes de las dificultades que encuentran nuestros miembros en la obtención de los documentos necesarios para actualizar sus cuentas pero no podemos continuar a funcionar sin el ID correcto y tan más cuentas serán congeladas y cerradas. Nuestro país será evaluado y no queremos ser mal clasificados por lo tanto tenemos que cumplir. Si no lo hacemos, no podremos hacer negocios con el resto del mundo ya que los bancos no tendrán ningún banco correspondiente para hacer negocios en nuestro nombre internacionalmente. Nuestra auditoría interna realizado por BCUL nos ha guiado para hacer ajustes de política e implementar las mejores prácticas para mitigar el riesgo en todos los niveles. Gestión ha desarrollado un plan maestro para el nuevo período fiscal que requiere mayor desarrollo de políticas, capacitación y horarios para las actividades de la Junta.

El Consejo de administración, con la asistencia de BCUL y nuestras otras hermanas uniones de crédito, han tomado una decisión importante para cambiar la base de la tecnología usada en operaciones en el formulario, ya que actualmente uno se queda corto en muchos campos de regulación tales como el riesgo de valorar, gestión de la cartera de préstamos y Informe de cumplimiento.

Gestión investigada por más de un año y medio para que el software de base adecuado se obtiene. Estamos contentos de haber elegido SHARETEC fuera de los Estados Unidos, ya que este proveedor de servicios nos llevará hacia el futuro con varios módulos que se necesitan para competir en el ámbito financiero. SHARETEC es una empresa estable y tiene negocios con los clientes en la región y en los Estados Unidos y se ofrecen para gestionar correctamente la cartera de préstamos, nuestro mayor activo, nuestra Unión de crédito en línea a través de correos electrónicos, mensajes de texto, portales del mercado. Usted podrá tener acceso a, servicios en línea donde podrás transferir fondos, pagar

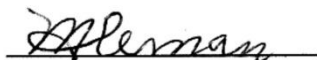
facturas y revisar su saldo desde cualquier lugar donde tienes servicios de internet. Nuestros miembros podrán realizar negocios desde sus teléfonos celulares o tabletas y con una sensación asegurada que nadie puede acceder a su información. Nuestra generación de jóvenes podrá disfrutar de hacer negocio con nosotros, pero no dejando los fundadores y más viejas generaciones detrás.

En conclusión, en nombre de la Junta Directiva, aprovecho esta oportunidad para reconocer el trabajo constante de nuestro personal, El Gerente General, el Comité de supervisión, el Comité de crédito, la Liga de cooperativas de ahorro y crédito de Belice, la Confederación del Caribe de crédito y gestión de Sindicatos, el Banco Central de Belice, El FIU y a todos los que trabajan diligentemente para asegurar el movimiento de ahorro y crédito está en cumplimiento y viable para muchas generaciones. Lo más importante quiero darles las gracias a nuestros miembros/propietarios por la confianza y el apoyo que nos han dado para entregar lo mejor de nuestras capacidades.

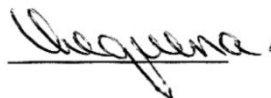
Gracias.



Sr. Carmelo Juárez
Presidente



Sra. Marie Alemán
Secretaria



Sr. Oscar Requena
Tesorero



Sra. Olga García Sr.
Vice-Presidente



Víctor Paulino
Director

TOLEDO TEACHERS CREDIT UNION LTD
CREDIT COMMITTEE REPORT
April 1 2017 – March 31, 2018

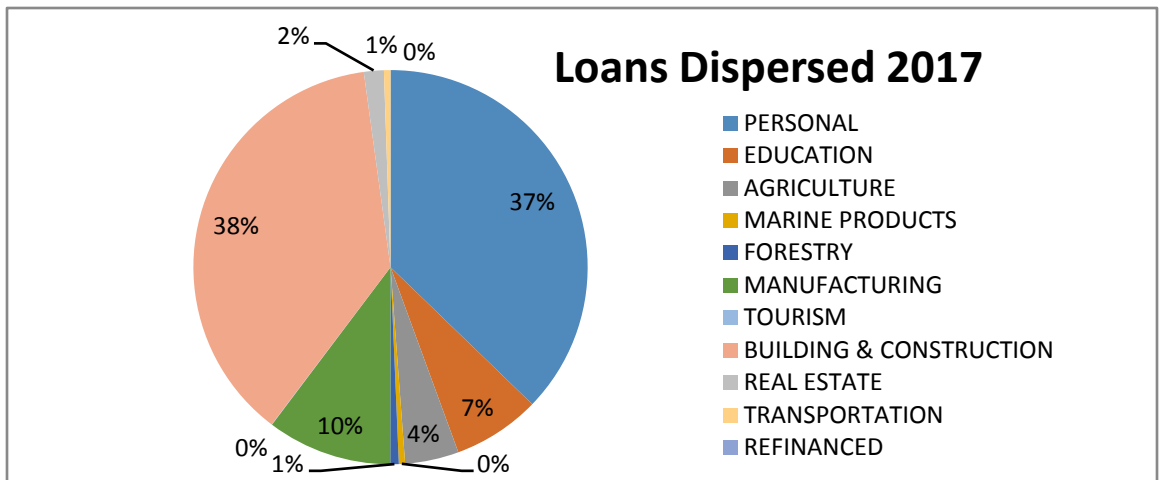
TO ALL MEMBERS
GREETINGS

The credit committee continues to meet every Friday to observe loans approved by Credit Officers and Manager, as well as those submitted directly to the committee for approval. We approve loans over \$25,000.00 to a maximum ceiling of \$50,000.00. Loans approved above \$50,000.00 requires a waiver from the Board of Directors to release the funds, approved for these loans.

Objectives and Functions:

The Credit Committee is responsible for ensuring due diligence with regard to approval and consideration of loans, checking loan applications, field visits and interview / meeting with members to discuss loan applications. These are responsibilities that we take very seriously and we pledge to continue our due diligence to ensure that the Toledo Teachers Credit Union is the premier financial institution in the Toledo District.

This past fiscal year we observed and approved a total of 3964 loans with a value of \$7,355,458.80. Loans are typically for home improvement, medical expenses, business investments including agriculture, vacation and other personal expenses. The chart below summarizes the percentages of loans approved and dispersed per sector. The Credit Committee is pleased to report that 95% of the loans approved are performing and are not in danger of becoming delinquent.



SECTOR	AMOUNT
PERSONAL	2,738,248.68
EDUCATION	528,298.43
AGRICULTURE	324,061.70
MARINE PRODUCTS	37,650.00
FORESTRY	50,900.00
MANUFACTURING	754,200.66
TOURISM	2,200.00
BUILDING & CONSTRUCTION	2,760,285.00
REAL ESTATE	120,114.33
TRANSPORTATION	39,500.00
REFINANCED	-
	7,355,458.80

Loans approved were for personal expenses (medical expenses, consolidation of debt, funerals, vacation and other purchases), buildings construction were the top sectors with the highest number of approved loans. There were also a large number of loans approved and disbursed for business investment in agriculture and manufacturing. The majority of loans are less than \$20,000.00.

The Credit Committee assesses loans based on the 5Cs of Credit: character / credit worthiness, capacity, capital, collateral, and conditions. Character refers to the borrower's reputation. TTCU must ensure that the member is trustworthy and will be willing to repay the debt. Capacity refers to the borrower's capacity to repay the debt. Capital refers to financial and other tangible resources the borrower has available to invest in the project. Collateral refers to the assets pledged as security to guard against default in loan payments. Finally conditions refers to the terms and conditions under which credit is offered to the member. These include but are not limited to the loan term, principal amount, interest rate and other legal considerations that will govern the loan.

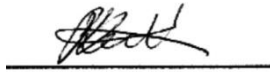
We are confident that we have satisfied all our members because we continue to carry out our responsibilities to the best of our ability. We appreciate your commitment as good members who enhance the growth that we have achieved throughout the year

through your wise borrowing and prompt payment of debts. Thank-you for living up to your loan commitment! Your continued commitment enables us to continue to help us help others in their time of need.

Respectfully prepared and submitted by:

A handwritten signature in black ink, appearing to read 'Joanna', written over a horizontal line.

Ms. Joanna Monk
Chairperson

A handwritten signature in black ink, appearing to read 'Pedro', written over a horizontal line.

Mr. Pedro Kuk
Secretary

A handwritten signature in black ink, appearing to read 'Gerald', written over a horizontal line.

Mr. Geraldo Baltazar
Member

TREASURER'S REPORT MARCH 31, 2018

The Auditor's report on page __. Since April of 2017 to March 2018 we have presented and approve all the required financial statements. Today I present to you the ending balances as of March 31, 2018 and their related increases or decreases.

TABLE OF THE FINANCIAL POSITION OF TTCU

ACCOUNTS	March 31, 2017	March 31, 2018	Increase/Decrease	PERCENT
Total Loans	17,727,688.00	17,052,007.00	(675,681.00)	-4 %
Total Assets	21,937,094.00	22,644,415.00	707,321.00	3 %
Total Member's Deposits/ Shares	4,729,332.00 13,193,211.00	4,799,391.00 13,593,162.00	70,059.00 399,951.00	1 % 3 %
Total Reserves	2,999,089.00	3,309,267.00	310,178.00	9%
Delinquency	570,968.00	914,576.00		5.36 %
Recovery	208,144.99	264,441.00		30.79 %
NET SURPLUS	876,964.00	724,233.00	(152,731.00)	-21 %

FIVE YEARS COMPARISON

ACCOUNTS	2014	2015	2016	2017	2018
Total Loans	12,922,138.00	14,714,012.00	16,316,418.00	17,727,688.00	17,052,007.00
Total Assets	16,084,717.00	18,550,441.00	20,504,262.00	21,937,094.00	22,644,415.00
Total Shares	9,334,079.00	10,647,221.00	12,055,683.00	13,193,211.00	13,593,162.00
Total Reserves	1,635,688.00	2,169,975.00	2,433,89.00	2,999.089.00	3,309,267.00
Net Surpluses	424,904.00	775,228.00	544,869.00	876,964.00	724,233.00
Delinquency	5 %	2.45 %	2 %	3 %	5.36 %
Recoveries	2 %	7 %	10 %	27.25%	30.79 %

The impact of regulations and change in policies, along with the financial crisis of last year, coupled with a very stagnant economy has kept us from making the big strides, as we have experienced in the past years. Given the external factors members have difficulties in updating their accounts, hence slowing down the borrowing demands, and increasing delinquency. Past events have forced the Regulator, the Central Bank of Belize, to enforced measures to adequately protect our member's savings and assets. Regulations that are placed in a fashion, where one size fits all, is unacceptable and our credit union cannot allow the true principles of the credit unionism to be tampered with or even disregarded. The founders of credit unionism must be turning and churning to see how we are being stifled so as to please external powers, who are trying to control the global financial systems. While we agree that stringent measures should be adhered to, we must make all efforts to serve the under privileged, the ones not in the formal financial system if we truly want to address poverty alleviation. There has been very little attention given to the credit union movement in our country yet we speak of financial and poverty alleviation for all. The table below shows the trends for the entire movement.

GROWTH IN THE CREDIT UNION SECTOR – (BCUL)

	2013	2014	2015	2016	2017
Percentage		6 %	8 %	8 %	4 %
Total Assets	674,779,335.00	713,742,690.00	773,414,440.00	835,460,476.00	872,275,418.00
Percentage		8 %	9 %	7 %	4 %
Total Savings	547,925,286.00	592,152,694.00	645,564,765.00	692,032,055.00	716,611,695.00
Percentage		8 %	7 %	10 %	0 %
Total Loans	445,233,291.00	478,764,140.00	512,801,514.00	563,056,381.00	564,681,481.00
Percentage		5 %	7 %	-3 %	10 %
Membership	110,985	116,537	124,376	120,514	132,687
Percentage		19 %	4 %	6 %	-2 %
Delinquency	82,977,653.00	98,377,608.00	102,754,616.00	109,336,339.00	107,593,807.00

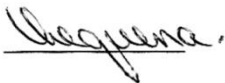
This table clearly indicates the down trend that we need to urgently address using modern technology and marketing outreach to stay in the market and compete. Financial institutions are labouring day and night to take advantage of the changes that have forced even our own employees to go them for their credit facilities. We will invest in a new software package that will give us the edge over present competition and we hope to attract our young and talented members for us to move into the future once more increasing our percentages.

The Board of Directors carefully analysed the actual financial position of the credit union and will present a resolution to be adapted at this meeting, in relation to the distribution of the surplus. The table below indicates such recommendations.

DISTRIBUTION OF NET SURPLUS

NET SURPLUS	DIVIDENDS	Retained Earnings for Institutional Capital	Guarantee Fund & Education Fund	Provisions Loans & Investments
724,233.00	375,000.00	125,000.00	144,755.00 36,212.00	40,000.00
	3 %	12 %	20 % & 5 %	3,266.00 c/f

The budget for the fiscal period 2018 to 2019 follows. The amount of 36,100.00 that we lost in June 2012 has been recovered, although we lost a portion, the amount received was 34,064.00. The burglary that took place last year has also been recovered, of course we stand to lose a portion since all insurances have a percentage in deductible. We recovered 97,500 of the insured amount of 100,000.00. Last year we reported that we would increase our reserves and that's precisely what we doing today as we distribute the surpluses. We look forward to another productive year as we participate in our own business, our credit union. Once more we recognize the investments of our members, Officers, and employees of our credit union since we all play a major role in the development of our credit union. God bless us all! Thanks



Mr. Oscar Requena
Treasurer of the Board

Budget

April 2018 to March 2019

INCOME

Income from Loans	2,859,420.88
Other income (Not loan related)	136,076.00
	2,995,496.88

EXPENSES

Financial Cost	133,076.26
Emoluments	795,362.16
Governance	54,015.00
Marketing	103,221.00
Loan & Savings Protection	209,397.00
Administration	963,959.21
	2,259,030.63
Net Surplus	736,466.25

RESOLUTION FOR THE PAYMENT OF DIVIDENDS 2018 AND CAPITAL ALLOCATION

WHEREAS, The Toledo Teachers Credit Union Limited of Queen Street, Punta Gorda Town, Belize, Central America, a duly registered Credit Union under the Laws of Belize,(hereinafter referred to as TTCU) requests to ITS MEMBERS AT THE 18TH ANNUAL GENERAL MEETING (hereinafter referred to as THE AGM) FOR THE PAYMENT OF DIVIDENDS 2018.

Be it:

RESOLVED, THAT the Board of Directors recognizes the need to adequately distribute the net surplus of the fiscal period and that dividends be paid for the fiscal period April 1, 2017 to March 31, 2018 and that the need for Institutional Capital and Loan loss Provisioning must be adhered to, makes a recommendation for the payment of 3 % dividend for the period in review.

RESOLVED, that the payment of 3% dividend, allocation of \$375,000.00, be paid to members non-mandatory shares.

Further resolve that, one hundred and twenty-five thousand be allocated, (\$125,000.00), to Institutional Capital.

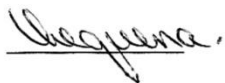
The undersigned hereby certify that they are the duly elected and qualified President and Treasurer of Toledo Teachers Credit Union Limited, a Credit Union duly formed pursuant to the Credit Union Act of the Laws of Belize, and that the foregoing is a true record of a resolution duly adopted at the 18th Annual General Meeting of the Toledo Teachers Credit Union Limited and that the said meeting was held in accordance with the Credit Union Act of the Laws of Belize and the By-laws of the above-named Credit Union on May 19, 2018, and that the said resolution is now in full force and effect without modification or rescission.

IN WITNESS THEREOF, we have executed our names as President and Treasurer and have hereunto affixed the corporate seal of the Toledo Teachers Credit Union Limited this May 19, 2018.

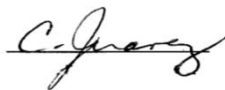
A True Record.

Attested.

For and on behalf of the Toledo Teachers Credit Union.

Handwritten signature of Oscar Requena in cursive script, underlined.

Mr. Oscar Requena
Treasurer, TTCU Board

Handwritten signature of Carmelo Juarez in cursive script, underlined.

Mr. Carmelo Juarez
President, TTCU Board

Supervisory Committee Annual Report April 01, 2017 to March 31, 2018

A blessed Good Morning to our Worthy Members,

Today marks a memorable eighteen years anniversary since we began this mighty credit union movement in the south. We have seen much outstanding accomplishments, but there are yet future aspirations for our union to achieve.

The Supervisory three-member team who is also called the watchdog of our movement was elected for the purpose of examining the affairs of the credit union. In local terms, we were elected specifically to safeguard the credit union's assets and to protect the interest of our members. In preparing and administering these responsibilities, our committee conducts bi-monthly meetings where we compile and submit reports of our activities to the Board of Directors and our Management Team.

These meeting sessions are done at both the main and the branch office and reports are compiled to suit each and every finding. We have conducted observations such as: Select and review samples from monthly and quarterly financial statements for verification, Internal/External Controls, Peruse and keep abreast of decisions and policies created by Board of Directors, Review Loan Write-offs, Cash Counts, Examine shares, deposits and loan statements in the member's ledgers as it corresponds to Emortelle, Review and ratify Monthly Financial Statements, Review the Quarterly Financial Statements, Up-date on Delinquency Report on Officers and Staff loans, and conduct discussions with the General Manager and Branch Manager during our visits. We also attend numerous training sessions, especially in dealing with our roles and responsibilities at the Credit Union League. Although we believe that we have accomplished a great deal of work, we must also say that there is much work that is yet to be done.

As we stay committed to work on your behalf, to serve our clients/ members and to stay focused on the everyday activities to build our credit union and improve our interest, we continue to beg you all to stand strong and tall as a mighty unionist that will bring development to yourself, your family, your community and your district. We promise you that we will be more than vigilant and observative of our union's assets to create more productivity and efficiency. Please be reminded that we still have our concerns or complaints medium open as it pertains to our union. We can be reached through our email address ttcusupervisory@gmail.com

We are certain that without Our Blessed Creator our Father God in our midst, our great movement would not have been successful thus far. We would like to take this time to congratulate all our members for participating in this boundless movement and thank you all for having the trust and confidence in us to be responsible for your finance and financial needs.

Let us stay united as we venture into the nineteenth fiscal year which is 2018-2019.
Respectfully Prepared and Submitted:



Lilia Requeña (Mrs.)
Chairperson



Ray Coleman (Mr.)
Secretary



Andy Johnston (Mr.)
Member