



Caledonian Credit Union Ltd.

ANNUAL GENERAL MEETING

BOARD OF DIRECTORS REPORT for the year ending 30th September 2025

It is my pleasure once again to welcome you to the 28th Annual General Meeting of Caledonian Credit Union (CALCU). As in previous years, we have adopted a hybrid meeting, as we do for Board meetings, so that you can take part either in person or virtually. The Board is keen that as many members as possible attend the AGM, to hear of, not only of the previous year's successes and challenges (and how we have overcome the latter), but to hear of and vote on future developments. If you have any suggestions on how to increase the attendance, please let us know. I am very pleased to present to you all the annual report of the Board of Directors for the year ended 30th September 2025.

As many of you may already be aware, our Manager, John McClay, retires today. I will speak more fully later in the meeting about John and the outstanding contribution he has made to Caledonian Credit Union. However, I wanted first to update you on our plans for the future.

We welcomed Siobhan Wright as our new CEO on 1st December 2025. Over recent weeks, Siobhan has been working closely with John to familiarise herself with the role and to ensure a smooth and seamless transition as we move forward.

We are not complacent in business planning as many members are still experiencing high energy and housing costs, food and clothing bills, uncertainty about loss of work, zero hours contracts and pay rises not reflecting the increased cost-of-living. This is a time when the credit union can help the community with lower cost loans, referral to agencies to benefit check. If you do find that you are struggling to meet repayments, please contact our staff who are willing and able to help in many situations before it becomes critical, as budgeting assistance we can signpost to **no cost debt advisors** if required.

In the financial year, lending has grown steadily and again we see the trend of increasing use of online as the means of joining, applying for loans and contacting CALCU. At the end of September 2025, CALCU membership was 3,132 with a share balance of over £2.9m. All new members joined online and all loan applications received were online. While many credit unions are reporting an aging membership, most new members who joined Caledonian Credit Union in the year 2024-25 are in the 25-39 age bracket – a sound sign for the future sustainability of CALCU especially considering loan volume and value remain healthy with many members considering CALCU as their first point of contact for credit. Many of CALCU's larger loans are for the purchase of **new cars, home improvements, holidays, weddings and other celebrations** as well as **debt consolidation**. Many loans are for **Christmas** but many of our members have a **Santa Saver Account** where they save and withdraw at end of November/beginning of December annually. If you are interested in opening a Santa Saver account, please contact office staff for further information.

However, we continue to seek an easier method of in person contact for those who do not have access to online, unfortunately this has again been delayed but we remain committed to providing this service as soon as possible. As most of you are aware, we offer access to your account online



and everything you require is done digitally – online access and telephone. It is only on a rare occasion that we need to see anyone face to face.

Juvenile Membership (Junior Squirrels) had a membership of 937 at September 2025 with savings of £160,273 and most saving through schools. This project is operated through Prior Communities, a charity who receive funding from several source including The Roberston Trust, Boost Fund through the Corra Foundation and Jesuit Fund for Social Justice and also from CALCU. As well as saving, the children receive appropriate financial education/awareness, linked to the curriculum from our Schools Co-ordinator. These are the financially savvy future members of the credit union. A list of current schools can be viewed on our website <https://www.caledoniancu.co.uk/services/youth-hub> Although most of our Junior Squirrels are saving through the schools, we do have others who have joined through their families, with parents, grandparents, aunts and uncles assisting them in teaching the children how to save as a necessary skill for their long term futures. If you wish any further information on this method, please contact the office.

This has been a good year with many positives. CALCU is happy to report a surplus this year. Strong management of lending decisions and credit control. As our members continue to suffer from cost-of-living pressures, the Board of Directors remain vigilant ensuring that lending criteria and credit control are regularly monitored. We do not envisage a large rise in indebtedness and subsequent increases in impairment, but we are not complacent and remain attentive to loans that are not paid on time resulting in debt borne by credit union members. In saying this, if anyone is experiencing problems, please contact the office as further arrangements may be possible.

In the pack that is available, there are reports from the Anti-Money Laundering Officer, Internal Audit Officer as well as the Abbreviated Accounts and Treasurer's report.

Caledonian Credit Union has a very committed team of staff and volunteers and for that we thank each one of them. If you have experience in Human Resources, IT, Marketing, Social Media, Financial Services, Investment Management, Debt Management or Law, Administration, Cash Handling, Customer Service your input would be valued and valuable. The task need not be onerous and the satisfaction of helping the community is immense.

I would also like to take this opportunity to formally record thanks on your behalf, to my colleagues who serve as Board members. It should be noted that all Directors conduct their duties on a purely voluntary unpaid capacity. They commit significant amounts of time and effort in behind the scenes work that ensures the success of the credit union. But we are still looking for more! If anyone feels they have the necessary skills to contribute to the success of CALCU as a Board member, please do not hesitate to contact me or the CEO.

Lastly but not least on behalf of the Board I thank you, the members, for your continued support.

Nancy MacGillivray
Chairperson