

# Northumberland Community Bank AGM 2020

## AGENDA

- 1. Chair's Welcome, Opening Remarks, and confirmation of quorum**
- 2. Apologies**
- 3. Minutes from last AGM**
- 4. Presentation of Annual Accounts - 2019**
- 5. Accept Accounts and Propose reappointment of Auditors**
- 6. Presentation of Annual Review**
- 7. Election of Directors**
- 8. Election of Supervisory Committee**
- 9. Questions from Members**
- 10. Chair's closing remarks**

Northumberland



Community Bank

**1. Chair's Welcome, Opening Remarks, and confirmation of quorum**

**2. Apologies**

**3. Minutes from last AGM**



## **4. Presentation of Annual Accounts - 2018 and 2019**

## **5. Accept Accounts and Propose reappointment of Auditors**





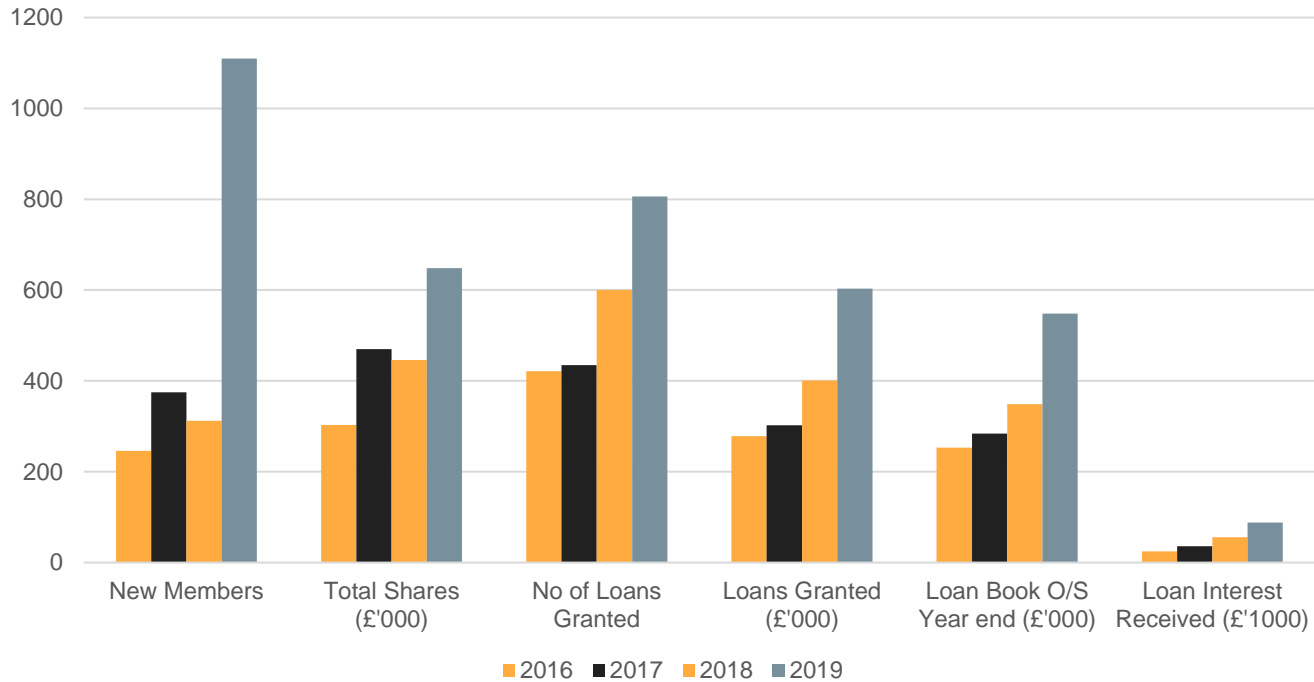
## 6. Presentation of Annual Review by Lauren Langton CEO

- **Highlights and Challenges - 2019**
- **2020 – to date.....**

We are for people,  
not profit.



## NCB Growth 2016 - 2019



# Review of 2019 - Our Products and Services

- Improved Accessibility – for existing *and* new members
- Loan Applications
- New “Family Loan” - £400
- New 2% Saver Account – successful pilot
- Social Media Platforms – don’t forget to follow, share and like!
- Issue of 2018 Dividend 0.5%
- Payroll Deduction Scheme – 5 partners – substantial contribution





## Review of 2019 - Our People and our Community

Staff and Volunteers

LifeSavers Programme

Northumberland Money

Illegal Money Lending Team



## Challenges...

- Running the organisation with a small team
- Keeping on top of the regulatory requirements
- Growing our loan book
- Plugging the gap between our running costs and earned income
- Keeping Bad Debts to a minimum with a proactive but empathetic credit control
- Constant need to evolve and adapt to our members requirements



# COVID -19

## Time to rethink and reshape?



# Good News – Member Offerings

- On-line – Improved application process to join and apply for a loan
- Use of “Open Banking” and the new Post Office – PayoutNow! Service
- Payroll Deduction Schemes – Expansion
- Family Loan – extended offering





# Our Strategic Partnerships & PAYROLL Partners.



*Rely on it.*



# Future – Member Offerings

- Debit Card Account
- New Website launch – 6<sup>th</sup> July
- Faster Payments – Gives immediate access 24/7



- 7. Election of Directors**
- 8. Supervisory Committee - Annual Report and Election of Committee**
- 9. Questions from Members**
- 10. Chair's closing remarks**

