

COMMSAVE

Friendly • Ethical • Professional
Helping you afford life



Annual Reports and Accounts

For the year ended 30th September 2021

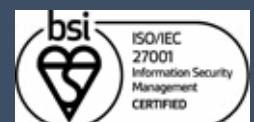


The easy way to save, the better way to borrow

✉ hello@commsave.co.uk

☎ 0303 0402 660

🌐 commsave.co.uk



Authorised by the Prudential Regulation Authority and regulated by the
Financial Conduct Authority and the Prudential Regulation Authority (213407)



Our Vision

We want to see a world where everyone is financially included, with access to responsible credit, a safe method of saving, with financial skills to manage their money wisely, and achieve long-term wellbeing.

Our Strategy

In order to achieve our vision, we are committed to:

Enabling a regular savings habit

- Provide a competitive return on savings
- Promote saving via payroll deduction
- Enable a variety of channels to save regularly
- Promote the benefits of saving from an early age

Improving access to responsible credit

- Offer a range of lending products to meet diverse needs
- Provide access to credit using suitable channels
- Understand and respond to the lending environment

Providing financial education and money management tools

- Promote money management skills
- Provide a range of savings accounts to meet diverse needs
- Support those with financial difficulties or vulnerabilities

Awareness	People	Technology
<ul style="list-style-type: none">✓ Promote “The Credit Union Difference”✓ Promote benefits to employers✓ Develop network of Workplace Reps✓ Strong brand – positive image	<ul style="list-style-type: none">✓ Professional, well trained, motivated staff✓ Inspire excellent service culture✓ Ethical business practices✓ Promote feedback & interaction with members	<ul style="list-style-type: none">✓ Innovative platforms focused on accessibility and ease of use✓ Robust security to protect member data✓ CURight✓ Ensuring we are accessible to all members providing a blend of online, telephone, and postal channels

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Directors' Report

The directors present their report and summary financial statements for the year ended 30th September 2021.

The principal activity of the Credit Union continues to be that of the provision of savings and lending facilities for the benefit of its members as defined in the Credit Union Act 1979.

The directors are required under credit union legislation to prepare financial statements, for each financial year, which give a true and fair view of the state of affairs of the Credit Union at the end of the financial year, and of the income and expenditure of the Credit Union for the year.

Directors

The directors who held office during the year were as follows:

Mr S Ayiehor
 Mr M Braimah
 Mr S Jacob
 Mr K Kafamba
 Mr D G Keith
 Mr H Mansuri
 Mr R Munro
 Mrs R Owusu
 Ms L Walkden

In preparing these financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;

- 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 are also responsible for:

The directors are responsible for keeping adequate accounting records that are sufficient to show and explain the Credit Union's transactions and disclose with reasonable accuracy at any time the financial position of the Credit Union and enable them to ensure that the financial statements comply with the Co-operative and Community Benefit Societies Act 2014. They are also 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.

Statement of disclosure to auditors

So far as the directors are aware, there is no relevant audit information of which the Credit Union's auditors are unaware. Additionally, the directors have taken all the necessary steps that they ought to have taken as directors in order to make themselves aware of all relevant audit information and to establish that the Credit Union's auditors are aware of that information.

On behalf of the Board of Directors

Mr K Kafamba
Chairman

11th December 2021



Chairman's Report

Dear Member/Owner,

On behalf of your board of directors, I'm delighted to report on another successful year for your Credit Union. This report covers our 30th anniversary year and while we had hoped to hold a celebratory event, this was not possible. If circumstances allow, we will hold a celebratory event in 2022.

Despite the challenges of this pandemic, Commsave has continued to serve you, our members, effectively during the past year. We've all had to adjust to different ways of working, and I thank all our staff who've worked so hard to make sure our members continue to receive an excellent service.

We can report on another financially successful year. I'll leave it to our Treasurer to report on the details. However, we're pleased that despite the distortions caused by the pandemic, we can propose a dividend on savings, and a loan interest rebate in line with our business plan projections.

Following the vote at our Annual General Meeting (AGM) last year, we successfully applied to the regulator to add the fishing sector to our common bond, and warmly welcome those new members to the Commsave family.

Commsave has been a leading Credit Union in working to make sure the PrizeSaver scheme has continued beyond the initial pilot. The growth of PrizeSaver has enabled the prize structure to be improved. To date, Commsave members have won £91,230 in prizes.

During the year, your board started a process of reviewing our strategy and we will share the results in a future newsletter.

We also strengthened our Audit & Risk sub-committee by adding two new independent members. They continued to meet regularly and we thank them for their support in the important areas of risk, governance, and audit.

Our network of Workplace Reps has continued to play a very important role in our development, especially during the pandemic, when our staff have not been able to visit workplaces. We thank them all for their ongoing support and commitment. If you would like to become a Workplace Rep in your own office/depot, please get in touch with us, and we'll support you with training and materials.

I give my personal thanks to our board of volunteer directors who readily give up their time each month to attend our board meetings and other events representing Commsave.

You will see from our annual report and accounts that our staff team, so ably led by Amanda, has continued to deliver excellent service to members and driven our Credit Union forward. Thank you – your efforts are very much appreciated.

Mr Kundai Kafamba
Chairman

11th December 2021

Treasurer's Report



We wrote our financial plan in August 2020 amid all of the pandemic uncertainties. We took a very prudent approach, and I am delighted that we successfully achieved the level of surplus. This has enabled us to propose a dividend on savings of 1.5%, as well as a loan interest rebate of 1.5%, to members who have made their loan repayments in line with their agreement. We have also been able to add to our regulatory reserve.

Our aim is to pay a competitive dividend on savings, and I am sure you will agree we have achieved our aim this year.

For the second year, the impact of Covid has been felt by a significant inflow of savings, with loans remaining fairly flat.

Our membership grew by 8% from 29,505 to 31,812. We know the most effective way of attracting new members is by word of mouth and personal recommendation. If each of us recruited just one new member, we could double our size! By continuing to grow we can develop our services and help improve the financial wellbeing of many, many more people.

Savings grew by 35%, from £74.7m to £100.7m. Encouraging members to save and build their financial resilience is part of our mission. However, we are required to hold regulatory reserves against savings. During the year the board considered whether we should introduce new caps on savings and deposits but, due to our prudent decisions to build our capital in previous years, we decided this wasn't necessary at this time, but we will keep this under review.

Loans have started to show some signs of growth - 5% from £46.8m to £49.0m. The interest earned on loans enables us to pay our bills, build our capital, and pay a dividend on savings. During the year we launched a new 'Homeowner Loan' product. Looking ahead, we have started projects to assess if we can offer mortgages and a credit union credit card.

We have continued to invest in improving our IT for service and security, recruiting and developing our staff team, and developing new products.

Your board takes a prudent approach to reserves (capital), and this year we have been able to increase our reserves from £14.6m to £16.7m (14%). This is above the level required by our regulator. Our reserves provide a buffer against unforeseen events in the future.

On behalf of the Board

Mr Mohammed Braimah
Treasurer

11th December 2021

Auditor's Report

The summary information presented within this annual report does not constitute the full financial statements of the Commsave Credit Union for the years ended 30th September 2021 and 2020 but represents extracts from them. These extracts do not provide as full an understanding of the financial performance and position as the full financial statements, which are available from the credit union office.

The independent auditor of the Credit Union, Burgis & Bullock, Chartered Accountants, has issued an unqualified audit opinion on the full financial statements for the years ended 30th September 2021 and 2020.

Their opinion on the full financial statements for the year ended 30th September 2021 was issued on the 11th December 2021 and was as follows:

Opinion

We have audited the financial statements of Commsave Credit Union. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102, The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- Give a true and fair view of the state of the Credit Union's affairs as at 30 September 2021 and of its surplus for the year then ended;
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- Have been prepared in accordance with the Co-operative and Community Benefit Societies Act 2014, and the Credit Unions Act 1979.

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 when the financial statements are authorised for issue.

Other Information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The directors are responsible for the other information contained within the annual report. 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. 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 this gives rise to a material misstatement in the financial statements themselves. 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.

The full audit report is available within the 2021 accounts in the downloads section of the Commsave website.

Income and Expenditure Account

	2021	2020
Income	£	£
Interest on loans to members	7,386,872	7,344,361
Interest on other CU Loans	5,038	4,650
Bank interest received	337,973	340,575
Dormant account charges	9,588	11,008
Funding from FOCCU	61,794	50,688
Rent receivable	12,607	11,623
Grant income	15,500	20,000
Engage Card commission	335	134
	7,829,707	7,783,039
Less: Administrative Expenses		
Wages and salaries and staff welfare	721,884	595,651
Training costs	36,589	36,430
Rates	2,646	2,649
Bereavement fund reserve	327,014	265,105
Fidelity bond insurance	27,022	23,110
Property insurance	2,437	2,565
Light and heat	4,339	4,448
Cleaning	13,263	7,739
Repairs and maintenance	8,853	17,709
Bad debts expense	2,126,780	3,002,918
Printing, postage and stationery	45,082	36,111
Advertising and marketing	240,244	200,431
Telephone	55,293	46,449
Computer maintenance	69,867	33,620
Equipment leasing	58,349	7,084
Meetings, seminars & conferences	11,223	41,762
Association fees	34,944	31,196
Legal and professional fees	132,490	100,539
Regulation fees	2,329	3,022
Merger costs	(11,061)	9,471
Auditors' remuneration	12,510	12,000
Internal audit fees	10,470	11,082
Bank charges and credit agency fees	168,915	179,424
Sundry expenses	3,482	413
Depreciation on tangible fixed assets	24,244	23,106
Rowland Hill Fund donation	25,000	25,000
IT Improvements	112,498	101,978
PrizeSaver fund	9,123	-
Wellbeing hub	-	8,885
	4,275,829	4,829,897
Operating surplus before taxation	3,553,878	2,953,141
Less: corporation tax	(68,046)	(64,335)
Operating surplus after taxation	3,485,832	2,888,806
Less: Dividends & Loan Interest Rebates	(1,413,972)	(1,615,876)
Retained surplus for the financial year	2,071,860	1,272,930

Balance Sheet

	2021	2020
Fixed assets	£	£
Tangible assets	491,523	505,624
Member's loans		
Loans due from members	49,039,720	46,839,217
Bad debt provision	(1,565,284)	(1,632,998)
	47,474,436	45,206,219
Current assets		
Cash at bank and in hand	71,207,019	45,538,269
Prepayments and accrued income	671,340	668,625
	71,878,359	46,206,894
Total assets	119,844,318	91,918,737
Liabilities		
Member savings	100,691,853	74,745,929
Other creditors	1,855,903	2,022,047
Bereavement fund provision	600,353	526,412
	103,148,109	77,294,388
Capital reserves		
General reserve	16,696,209	14,624,349
Total liabilities	119,844,318	91,918,737

Declarations

Code of Governance

The Board has agreed to implement the Association of British Credit Unions Ltd (ABCUL) Code of Governance. Richard Munro (Executive Director) has been given the responsibility to monitor our compliance with the Code and put in place actions to achieve 100% compliance with the 'required' and 'gold' standards.

During this year we assessed ourselves as 100% against both 'required' and 'gold' standards. Our assessment has been reviewed by our Internal Auditor for independent oversight.

Audit & Risk sub-committee (ARSC)

Independent Members:

Anthony Woods (Chair)

Chris Okafor

Kamran Haider

William Kari

Mohamed Dawo – (appointed subject to completing training)

Amanda Ivey – CEO

Dean Keith – Director

Richard Munro – Executive Director

Russel Vann – Internal Auditor (R Vann Ltd)

Note – The Chairman of the Board has the right to attend ARSC meetings.

Internal Controls

During the year our independent internal auditor has carried out audit reviews and reported his findings to our Audit & Risk sub-committee. His internal audit work includes checking for compliance with legislation, regulation, policies and procedures. He also carries out random samples

of transactions to ensure they comply with our policies and procedures.

No significant deficiencies in internal controls have been identified during the year.

Training & Development

We place a very high priority on the ongoing training and development of our staff and volunteers. Each director and independent Audit & Risk sub-committee member has completed their allocated online training which ensures we all have an underlying knowledge and understanding of the practice and principle of credit unions.

These are some of our training and development highlights achieved during this year:

Directors Kundai Kafamba and Sony Jacob studied and passed the Certificate in Credit Union Principles & Practice awarded by the Chartered Bankers Institute.

Director Mohammed Braimah studied and passed the Certificate in Treasury Fundamentals with the Association of Corporate Treasurers.

Our CEO, Amanda Ivey completed the second year of her credit union management course with the University of Georgia, USA. Because of travel restrictions this was held online and due to the time zone difference led to some very late nights!

Amy from our loans team graduated from the CU Futures 12-month development programme, which is provided by the Credit Union Foundation charity. Also from our loans team, Luke and Sophie are studying with the Chartered Institute of Credit Management.

Callum, our Member Services Manager, graduated from the Institute of Leadership & Management.

Katie, our Lending & Accounts Manager, is studying with the Association of Corporate Treasurers and her colleague Chris is studying with the Association of Accounting Technicians.

Alex from our Member Solutions team is studying with the Chartered Institute of Credit Management.

James, our Business Development Manager, and colleague Caitlin are both studying with the Chartered Institute of Marketing.

All staff and volunteers have mandatory refresher training throughout the year with opportunities to attend conferences, seminars, and networking events.

We continue to support the development of staff by the provision of apprenticeships and, during this year, Holly, Chris, Faith, Grace, and Viktorija completed their apprenticeships with us.

Looking ahead, Amanda and her management team have started a 12-month development programme, which will equip them with the skills and knowledge to continue to drive Commsave forward.

Single Customer View (SCV)

This is a regulatory requirement and we have successfully completed an SCV test during this year.

Insurances

We have maintained adequate insurances according to legal requirements and in addition we have also taken out cyber insurance.

Directors' Attendance

	Oct '20	Nov '20	Dec '20	Jan '21	Feb '21	Mar '21	Apr '21	May '21	Jun '21	Jul '21	Aug '21	Sep '21
Samuel Ayiefor					O	A	O	A	O	P	P	P
Mohammed Braimah	P	P	P	P	P	P	P	P	P	P	P	P
Sony Jacob	P	A	A	P	P	P	P	P	P	P	P	P
Kundai Kafamba	P	P	A	P	P	P	P	P	A	P	P	P
Dean Keith	A	P	P	P	P	P	P	P	P	P	P	P
Habib Mansuri	P	P	A	P	P	A	P	P	A	P	P	P
Richard Munro	P	P	P	P	P	P	P	P	P	P	P	P
Rose Owusu	P	P	P	P	A	P	P	P	P	P	P	A
Lisa Walkden	A	P	P	P	A	P	P	P	A	A	A	A

P = Present O = Observer A = Apologies

Chief Executive's Report



Keeping your data secure is of the utmost importance to us. We have worked hard over the past two years to achieve accreditation from the British Standards Institute (BSi) in ISO27001 Information Security. This accreditation is the internationally recognised standard for information security, and we believe we are the only Credit Union in the UK to have achieved it.

As we continue to grow, we remain focused on continuing to invest in our staff and technology to ensure that we are able to serve you, our members, to an excellent standard.

During the year we have continued to adapt in response to the challenges placed on us all due to COVID-19, and the ways we work to deliver our services. We aim to ensure we are accessible to all our members, by providing a variety of channels to suit every need.

Responding to your feedback, we continually review our services and platforms, developing new and improved features throughout the year. Our website has been updated, to make it easier for you to manage your account online or via our mobile app, as well as finding helpful information about all the benefits of membership in our help centre.

We've increased the number of staff we have in the office, who are all proud of our Trustpilot rating of 4.9, which demonstrates our commitment to helping our members in line with our values of being friendly, ethical and professional. The strength of our staff culture centres around the core belief that we are "People Helping People".

You remain at the heart of our Credit Union, and the Annual General Meeting (AGM) is your opportunity to have your say, and help shape the future of the organisation.

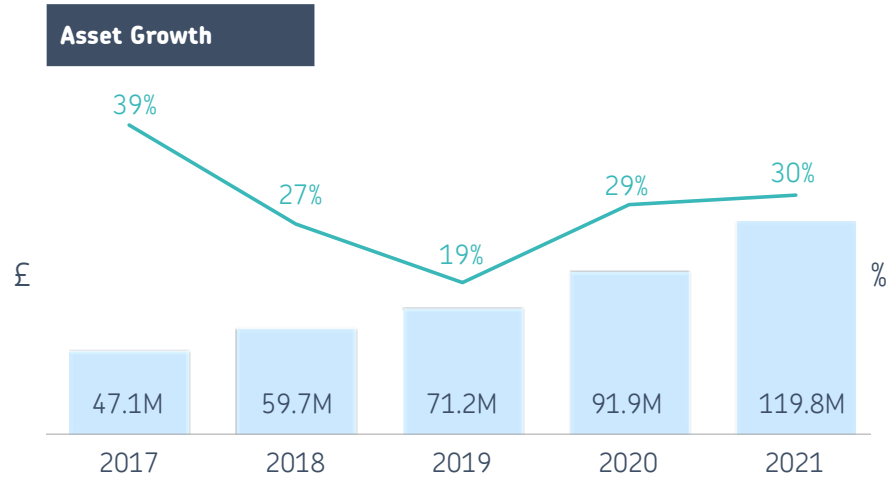
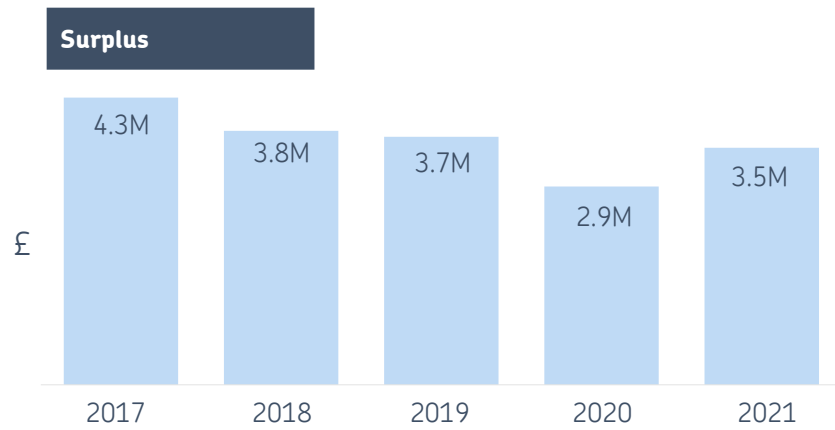
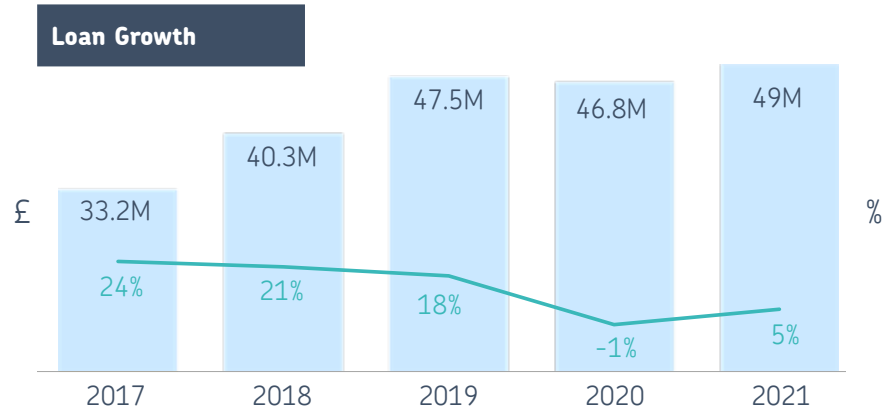
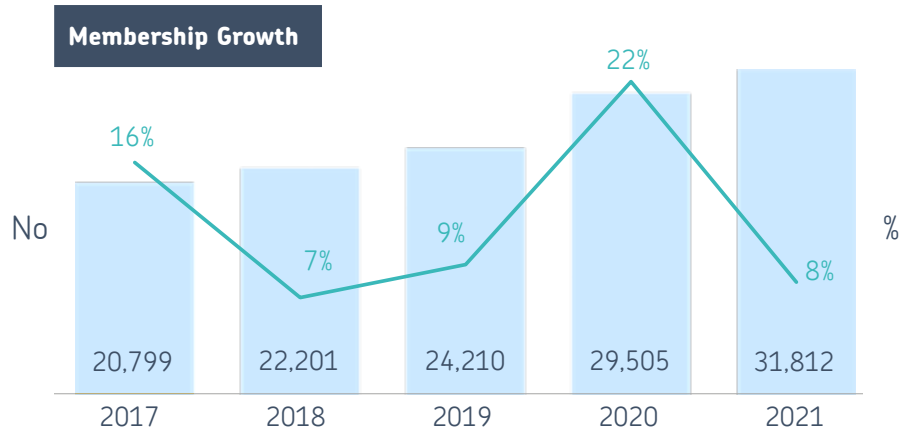
We look forward to welcoming you either in person, or virtually, as we take the new hybrid approach to this year's meeting.

Amanda Ivey
Chief Executive Officer

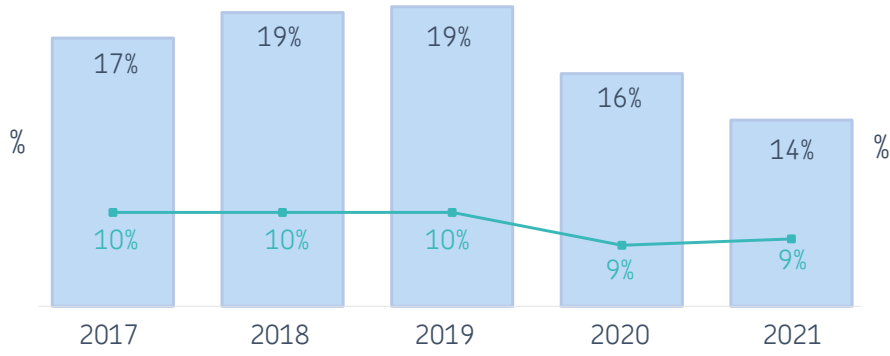
2020/2021 Achievements



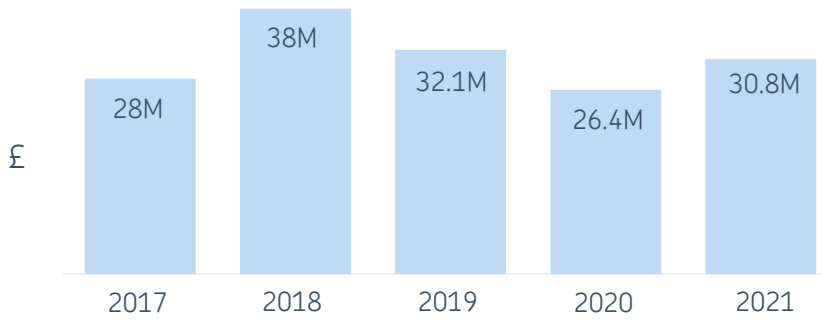
Performance Graphs



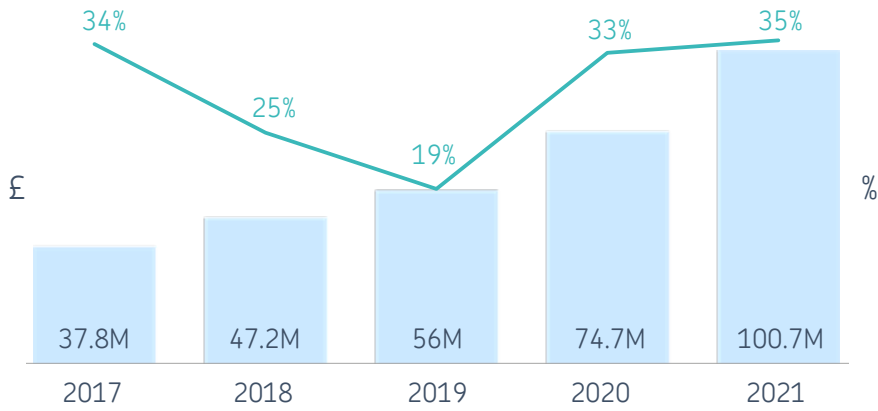
Capital Assets Ratio



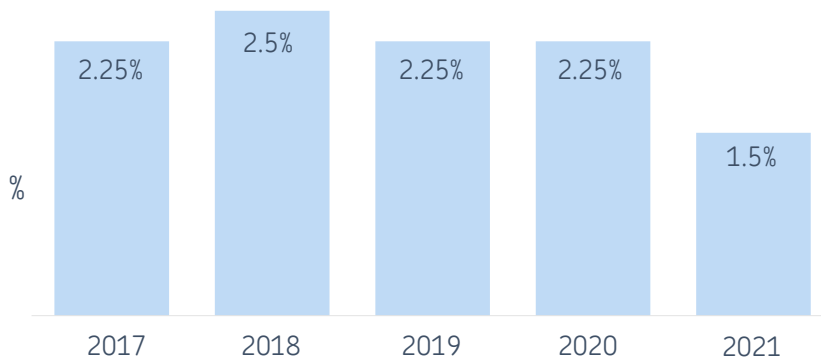
Loans Issued



Savings Growth



Dividend



Performance Graphs

Our Promises

At Commsave, treating customers fairly will always be at the heart of how we operate and all staff and volunteers must have our members at the centre of everything they do. Our six key promises ensure that you are treated fairly at every stage of your dealings with us, now and in the future.



Fair Treatment

You can be confident that when dealing with Commsave, your fair treatment is central to our culture.



Good Value

Our priority is to provide our members with good value products and services.



Meeting Your Needs

The products and services offered by Commsave are designed to meet the needs of our members.



Keeping Quality High

We will treat members fairly and deliver high quality products and services throughout their relationship with us.



Fully Informed

Commsave will provide you with clear information and will keep you informed throughout your dealings with us.



Easy to Understand

You can expect that all services provided by us will be as described within our policies and literature.



Member Feedback

Here's just some of the great feedback we've received from our members during the year!

"Commsave are brilliant! I am part of a loving family that is there for me when I need them. I needed a small loan to tide me over and the response was fast, easy, and very quick. My husband is also a member and we cannot thank Commsave enough for their help."

Maire ~ Norwich

"I've used this Credit Union for about 5 years for savings and loans. Great company and have really good rates of interest. Get better returns on my savings than I do with my bank."

Matthew ~ Barnoldswick

All of these reviews are taken from our Trustpilot page, which was launched in February 2020. Since then, we've received well over 1,000 reviews, with an average rating of 4.9 out of 5!

We're grateful for all the feedback from our members and we provide a personalised response to each review we receive.

You can leave us a review by visiting uk.trustpilot.com/review/www.commsave.co.uk

"A very courteous company. They respond very quickly to your needs. They let you know what is happening every step of the way. I would recommend them to anyone. A class service."

Patrick ~ London

"A very quick and straightforward process from application to receiving the loan, and with interest rates that are better than most high street banks. Very pleased, and would definitely use again."

Roger ~ Oxford

"I have been using Commsave for a few years now and they have never failed me. I have just recently managed to consolidate my outstanding loan from Commsave with my credit card balance and the process was simple and pretty speedy as usual. It's the best way I have come across to borrow if needed but also save whilst borrowing. Once your loan is paid off you have a nice pot of savings ready and waiting. What more could you ask for? No hassle making payments also, as it can be set up to be taken directly from your wage for repayments and savings. Excellent!"

Christopher ~ Rowley Regis



Commsave Credit Union

Reviews 1,000 • Excellent



2020/21 Highlights

3,558

We welcomed 3,558 new members.



97%

satisfaction rating in annual survey.

35%

increase in members' savings!



2.25%

dividend and loan interest rebate paid for 2019/20.

£30.8m

in new loans approved!



210

members attended the AGM.

30th

anniversary history booklet published!



£91,000

won by members with PrizeSaver!

Proud to Support

Commsave are proud to support and work with many charities and organisations!



Bereavement Fund

What is a Bereavement Fund?

At Commsave, your savings and loans are protected by our Bereavement Fund at no extra cost, ensuring peace of mind without any added expenses.

This protection means that in the event of your death, the Fund will:

- Pay off all outstanding Commsave loans
- Pay a minimum of £500, up to a maximum of £5,000 into your savings to help your nominated beneficiary at such a difficult time.

Who are the funds paid to?

You are able to nominate up to five beneficiaries to receive savings held in your account.

Relationships and contact details can change over time, so it is important that you notify us of any

changes. This ensures that we are able to contact the nominated person(s) and carry out your wishes.

We aim to make the process as easy as possible for your loved ones. We provide them with clear communication on the next steps to take, to claim the funds due to them.

What is my beneficiary entitled to?

To determine the payment due from the Bereavement Fund, we calculate the average savings balance over the last 12 months before the date of your death. The fund provides families with an extra helping hand towards funeral costs.

The Bereavement Fund payment is in addition to savings held in your account. Up to £5,000 will be paid straight to your nominated beneficiary, and any remaining funds will be included as part of your estate.

	2021		2020	
	£	£	£	£
Balance brought forward 1st October		526,412		396,565
Payments to the fund		327,014		265,105
		<hr/> 853,426		<hr/> 661,670
Released from the fund				
Savings Benefit	115,087		58,163	
Loan Benefit	<hr/> 137,986		<hr/> 77,095	
		253,073		135,258
Balance carried forward 30 th September		<hr/> <hr/> 600,353		<hr/> <hr/> 526,412
Number of members supported		<hr/> <hr/> 83		<hr/> <hr/> 61

Members Sadly Missed

Our deepest sympathies to the families of the following members who have passed away this year.

Adam Dixon
 Agnes Mafo
 Ali Sheikdon
 Andrew Gibson
 Andrew McKim
 Anthony Spollin
 Antony James
 Ashraf Bhana
 Barbara Hewitt
 Bridie Hardie
 Bryan Amedelle
 Christiaan De Haes
 Christopher Garner
 Daniel Foster
 Daniel Kennedy
 Daniel Paul
 David Batterham
 Denise Lemonius
 Donald Baxter
 Elfryn Forbes
 Fiona Kennedy
 Gary Hare
 Gebremedhin Berhe
 Gorden Denton
 Gordon Ivey
 Gurudev Singh
 Ian Dewdney
 Iris Simpson
 Isabel Braid
 Jackie Judge
 Janie Green

Jenna Applin
 Jennifer Allenby
 Jennifer Campbell
 John Loebell
 Kate Barrow
 Keith Peate
 Kelly Jeffryes
 Kelly Morrison
 Kevin Greene
 Lal Damodaran
 Lee Hoskins
 Lenin De Monte Furtado
 Linda Blamire
 Lisa Newbery
 Louise Young
 Mamta Brain
 Margaret Mascot
 Marie Murray
 Mark Price
 Michael Hull
 Miguel Goncalves
 Patricia Liubertas
 Patrick McKiernan
 Paul Bates
 Paul Gadsby
 Raymond Sketcher
 Regina Edward
 Ronald Murray
 Samuel Tshiamalenge
 Stephen Wentworth
 William Lowe



Corporate Directory

Directors

Kundai Kafamba (Chairman)
 Dean Keith (Vice-Chairman)
 Mohammed Braimah (Treasurer)
 Richard Munro (Secretary)
 Rose Owusu (Deputy Secretary)
 Lisa Walkden (Deputy Treasurer)
 Samuel Ayiefor
 Sony Jacob
 Habib Mansuri

Audit & Risk sub-committee

Independent Members:
 Anthony Woods (Chair)
 Chris Okafor
 Kamran Haider
 William Kari
 Mohamed Dawo (appointed subject to completing training)
 Amanda Ivey – Chief Executive Officer
 Dean Keith – Director
 Richard Munro – Executive Director
 Russel Vann – Internal Auditor (R Vann Ltd)
 Note – The Chairman of the Board has the right to attend ARSC meetings.

Trade Body Affiliation

Association of British Credit Unions Ltd (ABCUL)

External Auditors

Burgis & Bullock,
 23-25 Waterloo Place, Warwick Street,
 Leamington Spa, Warwickshire, CV32 5LA

Internal Auditors

R Vann Ltd,
 Suite 4, Ironstone Way,
 Brixworth, NN6 9UD

Company Number

IP00264C

Regulation

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Firm Reference Number 213407).

Business & Registered Office

6 Duncan Close, Moulton Park,
 Northampton, NN3 6WL

Contacts

T: 0303 0402 660

E: hello@commsave.co.uk



Savings up to £85,000 protected by the Financial Services Compensation Scheme.

Find us Online

Website

Coming soon! We're launching a new and improved site – designed to help you make the most of your Commsave membership.

The site will include details about our products and services, as well as a new Help Centre – containing some frequently asked questions, information about managing your money, and how to use your online account.

We'll keep you up to date about the launch, so visit **commsave.co.uk** and let us know what you think about the changes when they go live!

App

We also have a mobile app available to download from the App Store or Google Play Store. Just search 'Commsave Credit Union'.



Social Media

We also have various social media channels, where you can get updates about what's going on at Commsave, get answers to your queries, and take part in competitions. Find us on:



@Commsavers



@Commsavecu



@Commsave



@Commsave



Commsave Credit Union

Please note, you will never be asked to provide information about your account using social media channels.

**FREE
PRIZE
DRAW!**



**VOTE
ON THE
DIVIDEND**

**FREE
LUNCH**

You are invited to our AGM

**TRAVEL
EXPENSES
PAID**

**Our Annual General Meeting is taking place on
Sunday 23rd January 2022, starting at 11am.**

**You will have the option to attend this meeting
in-person or online.**

Registration to attend required - using Eventbrite.

Online

If attending online, you will need to download the Slido app. Information will be sent to you when you register.

In Person

We are changing venues. The AGM will now be held at the Park Inn Hotel, Silver Street, Northampton, NN1 2TA.

**Our AGM is a great way for you to learn more about
Commsave, have your say about how we are run,
and ask questions to the board of directors.**

**If you haven't received an e-mail invitation to the AGM, contact us on
0303 0402 660, and we can register you over the phone.**