

Credit Notes Spring 2024

YOUR VIRTUAL ANNUAL GENERAL MEETING WILL BE HELD AT 4.00PM ON THURSDAY 21 MARCH 2024

If you wish to attend the AGM please email creditunion@norwich.gov.uk and we will send you a link for the meeting. It usually lasts for around 30 minutes.

YOUR DIVIDEND

For the twenty-eighth consecutive year, we are sharing out the profit to our members as a dividend.

The Board will be recommending a **2% dividend** for approval at the AGM. Dividends are paid gross to your savings and are based on your average savings balance from October 2022 to September 2023. Withdrawing your savings can reduce the amount you earn.

Once agreed, the profit share will be credited to your account before the end of March 2024.

ANNUAL FEE

The Board will be presenting a motion to the AGM to charge an annual membership fee of £5.00 starting in October 2024 in line with Rule 17d which states:

Members have agreed to pay any annual administration fee of an amount not to exceed £5.00, or any such reasonable amount sufficient to cover the administration costs of membership specified by the Board of Directors from time to time and agreed by the Members at the Annual General Meeting.

You need to attend the AGM to vote on the motion.

COMPETITIONS

Over the last year we have run a number of competitions for our members via our social media pages and via email. If you haven't already, please follow us on social media and look out for more competitions. If you have any suggestions for future competitions please contact us.

COME ON BOARD

Fancy joining our Board of Directors? We are looking for some new additions to the team.

Every member aged 18 and over is entitled to a voice on how the Credit Union is run and can also apply to join the Board.

We are run by our members, for our members. We have a range of people serving on the Board, each with a unique mix of talents and experience to ensure we run efficiently and effectively. The Board members are all accountable to and elected by the members of Wherry Dragon. Volunteering with the Board is a great opportunity to be part of a successful organisation and to contribute towards our continued growth and success.

If you need more information on what is involved or have any questions please email or call on a Monday or Thursday.

FAMILY AND COLLEAGUES CAN JOIN

Don't forget any family member living in the same household as you, or a colleague working for one of our employer partners is eligible to join Wherry Dragon. To find out more please get in touch.

CONSUMER DUTY

Consumer Duty is a standard introduced by the Financial Conduct Authority, which is intended to improve consumer protection for financial services.

The Duty sets higher standards of consumer protection across financial services and requires businesses to put their customers' needs first. This means consumers receive communications they can understand, products and services that meet their needs and offer fair value, and the customer support they need, when they need it.

We welcome any feedback on the products and services we provide and value your comments. Please email creditunion@norwich.gov.uk.

Finally We would like to take this opportunity to thank you for all your support and look forward to offering you more great service over the year.



Telephone **01603 989675**. Weekdays **10.30am-12.30pm**.

Email creditunion@norwich.gov.uk.

Please quote your membership number on emails This can be found at the top of your statement.

wherrydragon.org.uk