
ABCUL Annual Conference & AGM

Manchester

16 - 18 March 2018

The ABCUL Annual Conference and AGM is the largest event in the British credit union calendar. It provides the opportunity for credit union board members, staff and volunteers to hear from a wide range of speakers, discuss the issues that are important to them and network with others from the movement.

This conference offers a programme for people from every size of credit union. It is also a great opportunity for people wanting to learn more about credit unions, their work and their potential.

How to book

Reservations are now being taken for accommodation. Contact The Midland Hotel at: Qhotels Central Reservations on **0845 0740 060** or **stay@qhotels.co.uk**

Delegates need to quote **"ABCUL AGM & Annual Conference"**

Dear Members and Supporters,

It is my pleasure to invite you on behalf of the whole ABCUL Board and staff team to join us for this year's annual conference. Last years event was the biggest turnout and the most successful event in recent years beating even the success of 2016. Join us this year for what promises to be an even better event for all our members.

The last year has been a challenging one and the environment credit unions are operating in has never seemed less certain given the political turmoil surrounding Brexit alongside the growing pace of technological disruption and new competition. Nevertheless we are confident there are many opportunities for credit unions that are focused on meeting their members' needs and offering a service which is relevant and convenient.

We are extremely excited this year to be joined by a delegation of representatives of the US Community Development Credit Unions and their representative body, the National Federation, thanks to support from Citi. We hope their innovative and pioneering spirit will bring a buzz to the conference and be the beginning of a fruitful partnership in to the future.

Alongside our usual input from the regulatory authorities and their priorities for credit unions, we will also be joined by a panel of "Fintech" entrepreneurs keen to challenge our assumptions about how financial services should work and offer you an opportunity to partner with them for the benefit of your members.

As you know this year has also been a very difficult one for the DWP Credit Union Expansion Project. The ABCUL Board is committed to learning the lessons from the challenges the Project faced in order to benefit any future plans by credit unions. We have dedicated a plenary session for that purpose.

And we have the usual full programme of workshops focusing on the key issues for Britain's credit unions.

As usual, the ABCUL Annual General Meeting will take place during the conference on the afternoon of Saturday 17 March. ABCUL is proud to be a member-owned co-operative, and the AGM is a chance for our members to be fully engaged in their Association's democratic process. While we encourage all our members to make the most of the Annual Conference, remember there is no charge for members to attend the AGM only.

We can't wait to see you all join us for the highlight of our year in Manchester.

With best wishes,



Mark Lyonette
Chief Executive

Friday 16th March

11.00 – 17.00 **Welcome & Registration**

11.00 – 12.30 **Refreshments**

11.00 – 17.00 **Exhibition**

12.00 - 13.00 **Lunch**

13.00 – 13.30 **Keynote Speaker**

To be announced

13.30 – 14.30 **Plenary session 1**

Financial inclusion in the USA – Community Development Credit Unions
Representatives of the National Federation of Community Development Credit Unions

14.30 – 15.00 **Refreshments**

15.00 – 16.00 **Workshops session 1**

W1/. Reversing the lending trend –
Robert Kelly (NHS Credit Union) & John Smith (Hull & East Yorkshire Credit Union)

W2/. 4th Money Laundering Directive & financial crime prevention
Dow Jones

W3/. Update on Prudential Regulation
Chris Donald (Prudential Regulation Authority)

W4/. Money Bees – making schools savings clubs more efficient
eFiniti

W5/. Getting ready for the General Data Protection Regulation
Dan Arrowsmith (ABCUL)

16.30 – 17.30 **Plenary session 2 –**

Fintech – partnering for success
Speakers to be confirmed

19.00 **Delegates assemble for dinner**

19.30 **Welcome**
Robert Kelly (ABCUL President)
Paul J Walsh (CUNA Mutual Ltd – Conference Sponsor)

Pre-dinner speaker

Cathie Mahon (President & CEO, National Federation of Community Development Credit Unions)

20.00 - till late **Dinner & entertainment**

Saturday 17th March

09.00 – 17.00 **Exhibition**

09.00 – 10.00 **Plenary session 3**

Credit union regulation in focus

Chris Donald (PRA), Lucy Castledine (FCA)

10.00 – 10.30 **Refreshments**

10.30 – 11.30 **Workshops session 2**

W6/. Reversing the lending trend
Robert Kelly (NHS Credit Union) & John Smith (Hull & East Yorkshire Credit Union)

W7/. Update on Conduct Regulation
Gordon Ferguson (Financial Conduct Authority)

W8/. Migrating to a new operating platform – the challenges and opportunities
Paul Norgrove (Police Credit Union), Joe Hegarty (Voyager Alliance Credit Union), and Lucky Chandrasekera (London Mutual Credit Union)

W9/. Learning from past failures
Dina Devalia (PKF Littlejohn LLP)

W10/. Title – Strengthening credit union cyber security
RM Security

11.30 – 12.00 **Refreshments**

12.00 – 13.00 **Workshops session 3**

W11/. Working with local government
Mike Barry (Clevr Money) and Cllr Matthew Brown (Preston City Council)

W12/. Fraud prevention
John Haslam (ABCUL) and CIFAS

W13/. Risk-based pricing in credit unions
Rosanna Donovan (ABCUL)

W14/. Title – Financial inclusion as a growth strategy
Ian Brewer (Bradford & District Credit Union)

W15/. Title – Marketing & social
media To be announced

12.30 – 14.30 AGM Voting Desk

13.00 – 14.00 **Lunch**

14.00 – 15.00 **Special plenary session**

Learning the lessons of the Credit Union Expansion Project

15.00 – 17.30 **ABCUL AGM**

18.45 **Delegates Assemble for dinner**

19.15 **CU Futures 2017 Graduation**

20.00 - till late **Dinner & entertainment**

Conference facilitator

To be announced

Keynote speaker - Friday

To be announced

Pre-dinner speaker - Saturday

Cathie Mahon – President & CEO of the National Federation of Community Development Credit Unions

Cathie has been President & CEO of the National Federation of Community Development Credit Unions (the Federation) since 2012. The Federation is the apex body representing and serving the interests of Community Development Credit Unions, a sub-set of US credit unions focussed on issues of poverty alleviation, asset building and financial inclusion.

Thanks to sponsorship from Citi, who are supporting both ABCUL and the Credit Union Foundation in the UK and the Federation in USA, a delegation of representatives from the CDCU sector will be joining the ABCUL conference as part of a learning and best practice sharing partnership which has seen three separate delegations from the UK visit the Federation conference in 2014, 2016 and 2017 and will see a fourth attend their 2018 conference.

Cathie has a wealth of experience working in the CDCU sector and the wider financial inclusion and empowerment agendas, primarily in New York City. She leads the Federation's efforts to represent the interests of CDCUs and to support the sector's development through investing capital and providing resources and support.

Plenary sessions

Plenary 1 – Financial inclusion in the USA – Community Development Credit Unions

We will be joined by a panel of speakers from our colleagues in the US Community Development Credit Union sector and their National Federation to share insights on their innovative programme of initiatives in support of financial inclusion, empowerment and asset building they are engaged in in low income communities across the US.

Plenary 2 – Fintech – partnering for success

Fintech is the new buzzword in financial services and comprises a whole host of companies seeking to disrupt the traditional way of doing business through the introduction of new digital technologies. Many fintech companies are looking to provide solutions to systemic problems associated with poor consumer outcomes and financial exclusion. These include: difficulties interpreting complex information; an inability to access credit for those without a credit history; payment systems which are difficult to manage for those with limited means.

Given the linkages between such problems and the role of credit unions, many fintech organisations are interested in exploring partnership with credit unions. Likewise credit unions are finding difficulty in competing directly with such firms given the sector's lack of technology expertise or capital to invest. Therefore, partnership for mutual benefit may represent the best course of action for credit unions to remain relevant to an increasingly digital consumer.

This session will see a number of interesting fintech firms present their fintech solution and vision for partnership with credit unions.

Plenary 3 – Credit union regulation in focus

Speakers: Chris Donald, PRA; Lucy Castledine FCA; another tbc

This session will see Chris and Lucy update the conference on regulatory developments during the course of the last 12 months and provide delegates with an opportunity to question them and highlight challenges they face arising from regulatory intervention. The last year has seen a marked and welcome reduction in new regulatory policy from PRA and FCA specifically in relation to credit unions but the wider regulatory world has continued to develop in areas such as data protection and financial crime.

We also expect to be joined by a third speaker offering a different perspective on the regulation of credit unions, its proportionality relative to other deposit-takers and how to develop a more sophisticated approach to compliance, risk management and business planning.

Plenary 3 – Learning the lessons of the Credit Union Expansion Project

The Credit Union Expansion Project faces significant challenges. This is due to a combination of factors including the challenging timeline set by DWP, longer than anticipated development time for the Fiserv-Agility platform and an underestimation of the complexity of migration for credit unions. The ABCUL Board is committed to learning the lessons from this process for future such projects and this session will present findings of a review which the Board is commissioning for that purpose.

Workshops

Session 1 – Friday, 15.00 – 16.00

W1/. Reversing the lending trend –

Robert Kelly (NHS Credit Union) & **John Smith** (Hull & East Yorkshire Credit Union)

Continuing the popular series of workshops from the last two ABCUL annual conferences, this workshop – which is repeated on Saturday morning – will hear from two credit unions that have engaged in detailed and concerted efforts to reverse the trend in shrinking lending as a proportion of assets which is common across the sector.

The workshop will provide attendees with a range of ideas, hints and tips for successful strategies for lending growth.

W2/. 4th Money Laundering Directive & financial crime prevention

Dow Jones

Summer 2017 saw the introduction of the EU's Fourth Money Laundering Directive which creates new requirements for financial institutions to, among other things, screen for domestic Politically Exposed Persons.

ABCUL has negotiated a preferential exclusive price for Dow Jones' market-leading screening tool for PEPs and those subject to sanctions and other adverse factors requiring enhanced due diligence for money laundering prevention. In this session, they will update on the new requirements and set out strategies for managing the risk that such individuals present for financial crime and money laundering.

W3/. Update on Prudential Regulation

Chris Donald (Prudential Regulation Authority)

With the replacement of prudential material in CREDS by the new Credit Union Part of the PRA Rulebook now in place and the process for implementation of electronic reporting via BEEDS now in place, the PRA is focussed on day-to-day supervision and embedding the new rules within the credit union sector.

This workshop will provide an update and refresh to credit unions on the PRA's regulatory priorities and expectations and an opportunity for credit unions to have their questions answered and to raise issues of concern in the prudential framework.

W4/. Money Bees – making schools savings clubs more efficient

eFiniti

Following the Archbishop's famous comments on "competing Wonga out of existence" back in 2013, his Taskgroup on Responsible Credit and Savings undertook a number of initiatives to promote good financial practices and capability among low income communities. A key strand of this was the LifeSavers project which sought to establish credit union savings clubs in primary schools alongside a new programme of financial education.

As part of LifeSavers, eFiniti were commissioned to develop a digital application to support the efficient and secure delivery of savings clubs to help their sustainability for credit unions. Money Bees is the product of that project which eFiniti now wish to make available to all credit unions at low cost. This workshop will demonstrate the tool, discuss its development and

provide credit unions with an opportunity to explore its suitability for use in their school savings schemes.

W5/. Getting ready for the General Data Protection Regulation

Dan Arrowsmith (ABCUL)

The EU's General Data Protection Regulation comes into force, replacing the Data Protection Act 1998, in May 2018. The regulation requires a root and branch review of all firms' data protection and security practices and introduces a number of new data rights for individuals.

This workshop will provide an overview of the requirements, a template approach to complying with them and set out the support ABCUL is providing to member credit unions in doing so. It will also provide an opportunity to ask questions of ABCUL's GDPR expert, Dan Arrowsmith.

Session 2 – Saturday, 10.30-11.30

W6/. Reversing the lending trend

Robert Kelly (NHS Credit Union) & **John Smith** (Hull & East Yorkshire Credit Union)

Repeat – see W1/. description above.

W7/. Update on Conduct Regulation

Gordon Ferguson (Financial Conduct Authority)

Like the PRA, the introduction of new requirements by the FCA has slowed since the introduction of Senior Managers Regime. However, ABCUL has been in ongoing discussions with FCA around their interpretation of the Credit Unions Act and they are the responsible department for implementation of the EU's Fourth Money Laundering Directive. Similarly, under Andrew Bailey's leadership FCA has focussed on clarifying the regulator's mission and addressing concerns in the wider high-cost credit market.

This workshop will update delegates on the FCA's regulatory priorities for credit unions and the areas of focus in respect of good conduct outcomes for credit union members.

W8/. Migrating to a new operating platform – the challenges and opportunities

Paul Norgrove (Police Credit Union), **Joe Hegarty** (Voyager Alliance Credit Union), and **Lucky Chandrasekera** (London Mutual Credit Union)

A number of larger credit unions have undertaken ambitious programmes to migrate to new operating platforms with a view to enhancing their members' user experience and becoming more modern and sophisticated in the level of digital accessibility they offer. But these projects have not been without their challenges and lessons.

This workshop will offer the perspective of three credit union leaders on the reasons for upgrading systems and the pitfalls to avoid in doing so.

W9/. Learning from past failures

Dina Devalia (PKF Littlejohn LLP)

Sadly a small number of credit unions continue to fail each year. Likewise, many more take the decision to merge while they are still in a position to do so. Dina, an experienced Insolvency Practitioner who has worked on numerous credit union liquidations, will share with this workshop the common factors and warning signs that appear in many credit union failures.

W10/. Title – Strengthening credit union cyber security **RM Security**

Cyber security is a hot topic. From the large scale hacks and data breaches affecting major organisations like the NHS to the regulatory focus of the PRA and FCA and the cyber implications of the new GDPR data security expectations, the challenge of protecting yourself against cyber threats cannot be avoided.

ABCUL has been working with cyber security firm, RM Security, to develop an affordable and responsive set of cyber assurance solutions to help you protect your members' data and meet the expectations of the regulatory authorities. This session will offer an overview of the ways and means by which credit unions ought to think about and implement cyber security provisions in order to enhance your security and meet regulatory requirements while not overburdening your limited resources.

Workshop Session 3 – Saturday, 12.00-13.00

W11/. Working with local government

Mike Barry (Clevr Money) and **Cllr Matthew Brown** (Preston City Council)

Many credit unions work with local authorities to support residents' financial inclusion and capability in line with council policy priorities. The partnership between Clevr Money – formerly Blackpool, Fylde & Wyre Credit Union – and Preston City Council is particularly innovative in terms of both the deferred share financing provided by the council to enable the credit union's extension into the city and how it sits within a wider co-operative economic regeneration model spearheaded by Cllr Matthew Brown.

This session will offer an account of this novel and innovative partnership from both the credit union and council's perspectives and provide delegates with opportunities to explore their questions on successfully working with local government with a leading national figure in local government.

W12/. Fraud prevention

John Haslam (ABCUL) and **CIFAS**

The incidence of fraud in credit unions has been increasing in recent years with a number of common methodologies and aliases being deployed by fraudsters. The cost of such fraud can be significant and, in some cases, bring into question the future of the affected credit union.

In this session, ABCUL's John Haslam will provide an overview of the typical frauds member credit unions are experiencing and provide some common sense tips on how to guard against them while CIFAS will provide a broader national overview of the picture in relation to fraud at the national level.

W13/. Risk-based pricing in credit unions

Rosanna Donovan (ABCUL)

Credit unions in the UK typically offer a range of interest rates tied to the size of loan on offer and offer the same rate to all borrowers. The wider lending market and the credit union sector

internationally instead tends to adopt a pricing strategy which charges rates based on some metric of the borrower's risk of defaulting on the loan, in addition to other factors.

Such a pricing policy is not uncontroversial philosophically for credit unions and can also be technically challenging to implement. This workshop will offer a discussion of the merits and demerits of such an approach – in terms of fairness and mutuality – and set out a simple methodology for implementing risk-based pricing.

W14/. Title – Financial inclusion as a growth strategy

Ian Brewer (Bradford & District Credit Union)

Financial inclusion has been back in the news and public policy debate with the creation of the Financial Inclusion Commission, the House of Lords Committee on Financial Exclusion and the Government's response to such pressure through the creation of the first Minister with responsibility for Financial Inclusion – Guy Opperman MP.

On the other hand, funding for credit union interventions in support of financial inclusion is limited and therefore any work in this area needs to fit within the wider growth and sustainability strategy of the credit union. Ian Brewer from Bradford & District Credit Union will use this workshop to give an account of how his credit union has used FI funding to grow awareness of the credit union and support its wider business objectives while helping individuals in need.

W15/. Title – Marketing & social media

To be announced

Conference Booking Form Annual Conference And AGM 2018

Friday 16th & Saturday 17th March 2018
The Midland Hotel, Manchester
This is a booking form for the **conference only**, not for accommodation.
Book accommodation separately, directly with the Hotel.
Contact details below:
QHOTELS Central Reservations can be contacted on 0845 0740 060 OR stay@qhotels.co.uk. Delegates will need to quote "ABCUL AGM & Annual Conference".

- Complete one booking form per delegate.
- Photocopy extra sheets if necessary.
- Enclose a cheque for the total fee with your booking.
- Cheques payable to ABCUL.

Closing date for all bookings is:
Friday 23rd February
(Contact ABCUL for availability after that date)

Return to:
ABCUL Conferences
Holyoake House
Hanover Street
Manchester
M60 0AS
t: 0161 832 3694
f: 0161 832 3706
e: conferences@abc.ul.org

BOOKING OPTIONS

Bookings close - Friday 23rd February

Tick option required

Early Bird rate before 31st January Rate After 31st January

Conference: £295 £395

Full Weekend

Includes Fri & Sat, Lunches & Evening Dinners

Friday Day - Only £100 £150

(Friday evening dinner not included)

Saturday Day - Only £175 £225

(Saturday evening dinner not included)

Friday dinner at Hotel £55 + Vat £65 + Vat

Name of Guest.....

Saturday dinner at Hotel £55 + Vat £65 + Vat

Name of Guest.....

Mandatory Details of Attending Delegate

Name: _____

Credit Union: _____

Postal Address (all correspondence will be sent to this address)

_____ Postcode _____

Job Title:

Telephone:

Email:

Attending as:

Credit Union Volunteer

Director of a Credit Union

Employee of a Credit Union

Partner / Spouse / Guest

Study Group Member

ABCUL Study Group Members attend at member rate

Other, please give details

Special Requirements

Dietary Yes

No

Details if yes:

PAYMENT

Total

£

Cheques attached: Cheque No _____

BACS payment: Ref _____

Sort Code: 08-90-00

Account: 50116821

The Co-operative Bank plc, 70 – 72 Cross Street, Manchester
Manchester, M2 4JG

Quote name of credit union as reference and advise ABCUL you are paying by BACS

Invoice state invoice address if different from postal address

Sign: _____

I agree to the terms and conditions stated on this booking form

Notes: All cancellations must be received in writing.

Cancellations received more than 10 working days before the conference will be charged an administration fee of 25% of total. **No Refunds** for cancellations less than 10 working days, substitute delegates welcome.

Payments not received by the event date will result in entry being denied.

IPS reg: 26R

VAT reg: GB 759 350406

ABCUL AGM

Saturday, 18 March 2018, Midland Hotel, Manchester

We require the name and contact details of the voting delegate appointed by each ABCUL member credit union for the AGM. Please complete this form to let us know these details. This form must be returned by Wednesday 05th March 2018. Voting Delegate Registration and the appointment of a Voting Delegate will *not* be accepted on the day of the AGM.

CREDIT UNION APPOINTING VOTING DELEGATE

Name of Credit Union _____

Contact Name: _____ Position in CU: _____

E-mail: _____

Daytime Tel No: _____

I confirm that the person named below has been confirmed as a delegate at a meeting of the Board of

_____ Credit Union Ltd.

Signature: _____

***Please see page 2 to input Voting Delegate details.**

ABCUL Association of British Credit Unions Limited
Holyoake House, Hanover Street, Manchester M60 0AS
Tel 0161 832 3694 Fax 0161 832 3706
Email info@abcul.org Website www.abcul.coop

Voting Delegate Registration Form

VOTING DELEGATE INFORMATION

Name of Credit Union: _____

Contact Name: _____ Position in CU: _____

E-mail: _____

Daytime Tel No: _____

Please return all forms to:

Post - Chief Executive's Office, ABCUL, Holyoake House, Hanover Street, Manchester M60 0AS

Email – BoardEnquiries@abcul.org

Rule 46

Any Delegate at a meeting of the Association must be:

- (a) An Elected Officer or an employee of a Member credit union*
- (b) Appointed to act as a Delegate at a meeting of the governing body of the Member they are representing,*
- (c) Neither a Director, nor an employee of the Association.*

Rule 49 (b)

A Delegate may represent up to three Members and, if they are representing more than one Member, may be issued with and use up to three voting cards or devices.

Please note that the credit union appointing the voting delegate may choose to authorise the delegate to either:

- **Vote according to his/her opinion**
- **Or vote according to instructions provided by the Board of Directors ahead of the AGM.**



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Chief Executive Officer Mark Lyonette
Industrial and Provident Societies Act Reg No. 23136R