

MISSION STATEMENT

To enrich the quality of life of our customers,
by providing prompt, customer-driven, diversified financial, social and other services,
through the commitment and dedication of our valued employees,
in the communities we serve.

OUR VISION

To be a premier co-operative service provider in the Caribbean region.

THE AGM THEME

“SOARING ABOVE THE CHALLENGES”

In 2010, we celebrated sixty (60) years as a Credit Union.
We faced several challenges and have been able to withstand them.
Building on the theme from last year’s AGM “60...and still soaring”,
it is not surprising that this year’s theme “Soaring above the Challenges”
is very fitting not only to describe our position but also to make a declaration
of our commitment to confront the challenges ahead
and remain strong.

The cover of this brochure shows an eagle soaring above the clouds.
The clouds represent the different types of challenges which we face as an organization.
The sun in the horizon says to us, that there is always hope
– something good is on the horizon and we should not be discouraged.

As Aero Services Credit Union,
we commit ourselves to continue to soar during 2011 and beyond.

THE NATIONAL ANTHEM

*Forged from the love of liberty
In the fires of hope and prayer
With boundless faith in our destiny
We solemnly declare
Side by side we stand
Islands of the blue Caribbean sea
This our native land
We pledge our lives to thee
Here every creed and race
Finds an equal place
And may God bless our nation
Here every creed and race
Finds an equal place
And may God bless our nation*

PRAYER OF ST. FRANCIS OF ASSISI

*Lord make me an instrument of thy peace
Where there is hatred, let me sow love;
Where there is injury, pardon;
Where there is doubt, faith;
Where there is despair, hope;
Where there is darkness, light; and
Where there is sadness, joy.
O Divine Master, grant that I may not
So much seek to be consoled
As to console;
To be understood as to understand;
To be loved as to love;
For it is in giving that we receive
It is in pardoning that we are pardoned;
And it is dying that we are born to Eternal Life
Amen.*

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NOTICE

Notice is hereby given that the 39th Annual General Meeting of Aero Services Credit Union Co-operative Society Limited will be held on Saturday 26th March 2011 at Trinity College East, #1 College Avenue, Trincity Central Road, Trincity at 1.00pm.

AGENDA

National Anthem and Credit Union Prayer

Credential Report

Notice of Meeting

President's Address

Feature Address

Minutes of the last Annual General Meeting

Reports 2010

- 7.1 Board of Directors
- 7.2 Credit Committee
- 7.3 Supervisory Committee
- 7.4 Education Committee
- 7.5 Social & Cultural Committee
- 7.6 Nomination Committee

Auditor's Report

Financial Report

Budget Proposals

Resolutions / Recommendations

Elections of Officers

12.1 Supervisory Committee

12.2 Credit Committee

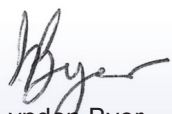
12.3 Board of Directors

General Business

Vote of Thanks

Closure

By Order of the Board



Lyndon Byer

Hon. Secretary

STANDING ORDERS

- 1) A member shall stand when addressing the Chair and identify himself / herself
a) *Speeches shall be clear and relevant to the subject before the meeting.*
- 2) A member shall address the meeting when called upon by the Chairman to do so, after which, he/she shall immediately take his/her seat.
- 3) No member shall address the meeting except through the Chair.
- 4) A member may not speak twice on the same subject, except:
a) The mover of a motion, who has a right to reply
b) He/she rises to object or to explain (with the permission of the Chair).
- 5) No speeches shall be made after the “Question” has been put and carried or negated.
- 6) The mover of a “Procedural Motion” shall have no right to reply.
- 7) A member rising on a “Point of Order” shall state the point clearly and concisely. A “Point of Order” must have relevance to the “Standing Orders”.
- 8) a) A member shall not “call” another member “to order” but may draw the attention of the Chair to a “breach of order”.
b) In no event can a member call the Chair “to order”.
- 9) A “Question” shall not be put to the vote if a member desires to speak on it or move an amendment to it, except that a Procedural Motion shall be moved at any time.
- 10) Only one amendment shall be before the meeting at one and the same time.
- 11) When a motion is withdrawn, any amendment to it fails.
- 12) The Chairman shall have the right to a “casting vote”.
- 13) If there is equality of voting on an amendment, and if the Chairman does not exercise his “casting vote”, the amendment is lost.
- 14) Provision shall be made for the protection by the Chairman from vilification (personal abuse).
- 15) No member shall impute improper motives against another member.

GUIDELINES

A Member offering himself / herself for office in Aero Services Credit Union:

- Must not be bankrupt or an applicant for bankruptcy.
- Must be of sound mind.
- Must not be an employee of Aero Services Credit Union.
- Must not be delinquent in repaying his/her loan for at least three months.

Additionally, if elected to office a member must be prepared to give generously of his/her time to:

- Attend Board or Committee Meetings
- Attend other meetings and events of the Credit Union Movement
- Attend seminars and training courses

Regular Board of Directors Meetings are held on the third Saturday of every month from 1.00pm.

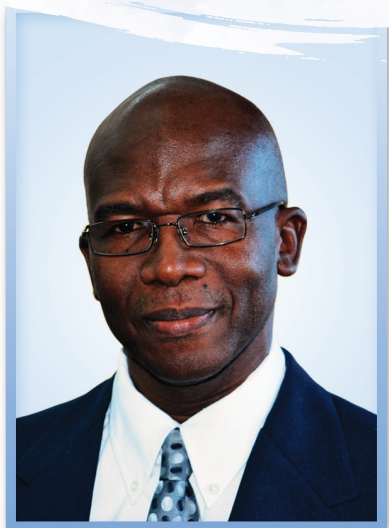
The Credit Committee meets once per week on Tuesdays.

The Supervisory Committee determines its meeting day and method of operations.

ELECTION PROCEDURES

- 1) Ballot papers for elections for the Board of Directors, Credit Committee and Supervisory Committee will be given to members at the time of election.
- 2) One of the items of business on the Agenda will be the nomination of persons to contest elections to the Board and Committees.
- 3) Persons nominated will assemble before the audience and give a brief resume of themselves.
- 4) There will be separate ballot boxes for the Board, Credit and Supervisory Committees.
- 5) The persons in charge of conducting the elections will declare when ballots should be cast.
- 6) On completion of the nomination process, members will cast their ballots at anytime during the meeting, up to the declared closing time of ballots.
- 7) The appointed persons will count the ballots while the meeting is in progress.
- 8) The results will be announced immediately on completion of the count.

PRESIDENT'S MESSAGE



Dear Valued Member:

It is indeed a special privilege for me to welcome you to our thirty-ninth (39th) Annual General Meeting. I am honoured to present this report on the performance of Aero Services Credit Union for the year 2010. Our theme 'Soaring above the Challenges' aptly captures our response to the significant events of our past year, and in many respects, have laid the platform, as we look towards the expectations of the new year.

Economic Review

2010 began, with much speculation regarding Elections in Trinidad and Tobago and the economy. Globally, most markets suffered from returns that were well below what had previously been viewed as normal and recorded low interest rate levels.

For most of 2010, uncertainty continued to pervade global economies and indeed the domestic economy and markets. The overall effect, has been a worrying slow-down of economic activity in the domestic economy. The fiscal year 2010-2011, marks the third consecutive year of deficit budgets. According to the Minister of Finance, in his 2010-2011 Budget presentation, public debt now stands at close to 50% of GDP.

Despite weak economic activity, inflation in 2010 reached an all-time high of 16.2% in August, up from 1% in December 2009, due in large measure, to a protracted period of drought, followed by extensive flooding which negatively impacted our domestic food production and culminated in significantly higher food prices.

In 2010, we also witnessed a continued decline in private sector credit, which was due to a combination of a lack of confidence in the domestic economy and the global economic crisis.

Our Central Bank has made consecutive attempts to lower lending rates, by bringing down the repo rate to 3.75% in November 2010, in an attempt to provide further stimulus to domestic demand and private investment.

Additionally, the emerging trend of capital flight, has been propelled by the narrowing of the gap between the saving rates offered in the United States, as compared with the rates being offered in Trinidad and Tobago, a lack of confidence in the local economy, an absence of TT dollar investments that are likely to yield a rate of return that will beat the rate of inflation and the need to accumulate cash overseas, to facilitate a ready source of funds to meet trade obligations abroad.

In 2011, the domestic economy is projected to grow by a modest 2%, given the current state of the credit markets, as well as, the lackluster performance of the non energy sector in particular. Thankfully, the economy's lackluster performance in 2010, did not negatively impact Trinidad and Tobago's credit rating, which remains at A/Baa 1 (Standard and Poor's/Moody's).

Aero Services Credit Union Review

At Aero Services Credit Union, our year was certainly an eventful one, with many challenges before us, however, I can boldly state, that we met these challenges head on and our initiatives have begun to pay dividends.

PRESIDENT'S MESSAGE CONT'D

We have seen significant improvement in our long battle with our telephone communication. Members have been frustrated for quite a long time by the inability to reach the organization by telephone and the Board has worked assiduously, towards finding a meaningful solution to this problem, and we believe that this battle has finally been won.

Given the uncertainty in our economic environment, we were forced to review our planned building expansion project, primarily due to cost/expenditure considerations. As a consequence, adjustments were made to the conceptual design of the building. We have, however, tried to maintain as much of the original design as possible, in order to minimize the lengthy delays associated with the approval process requirement from Town and Country Planning. It is our hope, that once the requisite approvals for the revised design are obtained, we would move swiftly on to the Bid and Tender process, for the redefined work scope and then, the award of the building contract to a qualified contractor in the second or third quarter of 2011.

For quite some time, we have been experiencing significant erosion of the western end of the Aero Services property which borders the Tacarigua River. Both the past and present Ministers of Works and Transport and the past and present members of the Tunapuna Piarco Regional Corporation have been petitioned for assistance. Our initiatives to solicit assistance from the Ministry of Works and Transport finally bore fruit and in the month of November 2010, we received a verbal commitment from the Minister of Works and Transport, the Honourable Jack Warner.

I should point out here, that due to the serious nature of this situation, the Board had to also engage private professionals to assess and provide possible solutions, when our efforts to secure assistance from the national agencies appeared to be futile. Conservative estimates were in the vicinity of \$3M.

Early in the month of January 2011, work began in earnest, to erect a retaining wall in the river bed. This would go a long way to alleviate the problem being experienced with the erosion, which extended along the eastern boundary of the Tacarigua river, adjacent to the Aero Services Credit Union property and which came perilously close, in some areas within two feet, to our Tennis Court area.

We wish to publicly thank Minister Jack Warner for his assistance.

In June 2009, the Board invested in an upgrade to our Credit Union accounting software package. The upgrade was necessary, since the Board was advised, that given our plans for the future, which included an introduction of a Debit Card system, the introduction of a mechanism to enable the membership to obtain personal account balances and other pertinent account information via the telephone and also over the internet, that the existing software would have been inadequate.

In 2010, the foregoing and other initiatives were placed on hold, due to ongoing dialog with our software provider. Having then satisfied the requirements and concerns, action is being taken to implement modules which would enhance the reporting requirements of the Board.

In response to the very soft investment climate, uncertainty in the domestic economy and in an effort to ensure that our members were offered investment products which were backed by quality assets, we adopted a very conservative approach, with respect to the fixed deposit rates offered for several months in 2010. We have been successful in the realignment of our Fixed Deposit portfolio and as of November 30th 2010, our fixed deposit rates have been revised upwards, so that our rates now range from a competitive 2.25% to 6%, for investments in our Fixed Deposit products. The approach to our investment products will now be a dynamic one, where rates will be reviewed on a monthly basis and revised continually, as we must now be proactive, in our response to the changing dynamics in the domestic and international arena.

PRESIDENT'S MESSAGE CONT'D

There has been a great need to place some specific focus on our Customer Service Delivery, and in this regard we have brought on board additional resources to enhance and refine this effort.

Our efforts to provide a facility to meet the growing recreational needs of our members, were initiated by the commencement of construction of a Pavilion at Factory Road. The progress of the facility at Factory Road, has been thwarted primarily due to many issues involving the contractor. Additionally, the very heavy rainfall in 2010, exacerbated the problems. The Board has taken very deliberate steps towards resolving the issue with the contractor, which have included, but not limited to, soliciting legal advice and we hope to bring this matter to an expeditious conclusion early in 2011.

During the 2010/2011 term, a number of new initiatives were launched. These include partnering with Firstline Securities in providing a convenient avenue for our members to purchase foreign exchange, the Aero Services Gift Certificate option, and a series of new loan products, some of which can be approved by the office, to facilitate a faster loan process, once the lending criteria are satisfied.

In the month of August, the General Manager Mrs. Michele Constantine resigned, and Mr. Najja Vassel was given the responsibility for the day to day operations of the Credit Union. I wish to thank Mr. Vassel and all the staff who have worked to keep serving our members, without a General Manager. I also wish to thank Mrs. Constantine, for her service to Aero Services Credit Union and all the best in her future endeavours.

I would also like to commend the membership for their patience during this period, as we continue strive to make tangible improvements to our product delivery to you.

A new General Manager has been chosen and will assume office, early in the month of March 2011.

In 2011, the membership can certainly look forward to once again, fully utilizing our Factory Road facility, improved communication with regard to upcoming events, the implementation of the Debit Card, the turning of the sod for the construction of the Aero Services Campus building and tangible improvements in the customer service delivery.

Conclusion

In closing, I want to express my sincere appreciation to my fellow Board members for their continued support and guidance over the last year, when considerable effort was expended, ensuring that Aero Services Credit Union consistently 'soared' above the challenges presented by both the financial and social landscapes in 2010.

On behalf of the Board of Directors, I wish to thank all the Committees, the management and the staff of Aero Services Credit Union, for their contribution in the fulfillment of our shared cooperative goals and objectives.

Last but not least, as we look forward to what promises to be a very interesting year, I want to sincerely thank our family of shareholders for their loyalty and continued confidence in the ability of Aero Services Credit Union, to provide quality investment opportunities, while we continue to strive to achieve the mission and work steadfastly towards realizing the vision.

May Almighty God continue to richly bless you and your family.

Co-operatively yours,



Brian Matthew
President

AERO SERVICES CREDIT UNION CO-OPERATIVE SOCIETY LIMITED

BOARD OF DIRECTORS



President

Mr. Brian Mathews



Vice President

Mr. Courtney Demming



Secretary

Mr. Lyndon Byer



Treasurer

Ms. Cecily Jerome



Assistant Secretary

Mr. Earle Joseph



Director

Ms. Faye Husbands



Director

Mr. Michael Halls



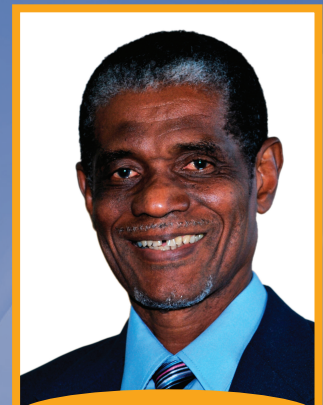
Director

Mr. Theo Oliver



1st Alternate

Ms. Jacqueline O'Neil Lewis



2nd Alternate

Mr. Alec Clarke

MINUTES OF THE 38TH ANNUAL GENERAL MEETING

HELD ON SATURDAY 20TH MARCH 2010, AT THE TRINITY COLLEGE EAST, 1 COLLEGE AVENUE, TRINCITY CENTRAL ROAD, TRINCITY.

1. Call to Order

The President/Chairman Mr. Kester Husbands called the 38th Annual General Meeting to order at 1.27 p.m. He invited everyone to stand and sing the National Anthem and to recite the Credit Union Prayer.

2. Credential Report

The Supervisory Committee reported that a total of sixty (60) persons were present at the time which comprised of: thirty-two (32) members, eleven (11) directors, ten (10) members of staff and seven (7) guests, and therefore the meeting was duly constituted.

3. Welcome

The Chairman welcomed all members and specially invited guests. He requested a minute of silence be observed in remembrance of two deceased members, Mr. Robert Harvey and Mr. Curtis Solomon.

4. Notice of the Meeting

The Chairman invited the Secretary of the Board of Directors, Mr. Lyndon Byer, to read the Notice of the Meeting.

5. The President's Review

President Kester Husbands commenced his review by informing that it was Aero Services Credit Union's Sixtieth (60th) Anniversary. He then took a few moments to acknowledge several of the early pioneers in the persons of Felix Bertrand, Clyde Weatherhead, Wilfred Hinds, Felix Farfan, Pearl George, Lucille Chan, Colin Look Hong and Evin Andrews.

He commented that during the period under review, the local financial environment was challenged by the impact of the global financial crisis, however, Aero Services was able to successfully weather the storm and achieve its budgeted performance targets. This achievement could only have been realized by way of prudent management of available resources together with the Board's commitment to provide reasonable returns on shareholder investment.

Concerning the impending new legislation governing Credit Unions, he indicated that the legislation attempts to address the legal underpinnings of the operations of the Credit Unions in a holistic fashion both internal and external to the co-operative entity.

He concluded by informing that he had come to the end of his three (3) consecutive terms as a Director and was now statute barred from offering himself to serve in that capacity for at least one year. He thanked the members of the Board, Committees, and Staff for their respective partnership along the journey; and the general membership for reposing their faith and trust in him to serve as "the guardian of their interests and the servant of their needs".

6. Feature Address

The Chairman introduced the Feature Speaker – Mr. L. Anthony Watkins to address the AGM.

Mr. Watkins made reference to the global economic meltdown which had a major impact all over the world. He indicated that in February 2009 he was invited to sit on the reconstituted Board of CLICO and had the opportunity to view certain aspects of the organization from which lessons can be learnt not only of that organization but others worldwide (e.g. Enron, Lehman Brothers). He indicated that we should not locate the causes of their failure in an individual, but should rather focus on the deep systemic and cultural

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issues that go beyond just an individual. He suggested that there are five basic contributing factors that caused those organizations to be where they were at the time and which we (as members of this co-operative organization) need to keep upper most in our minds. The factors listed were:

Greed

He indicated that there was nothing wrong in desiring good things in one's life, but there has to be a limit to the number of things one acquired such as, the number of cars a person can drive and the number of houses a person can live in, because gluttony is still sinful. The people who bought into the schemes of Madoff and others have also reflected a level of greed. Greed is a fundamental thing that has triggered where we are and what we are today.

The Illusion of the Instant

He explained that this is when we want more and we want it right away. People who do not involve themselves in agriculture seem not to understand the dynamic that when someone plants something it takes time to mature. He emphasized that there is no instant. Aero Services did not arrive where it is today instantly; it took sixty years and this is a long time. He showed how instant coffee was not really instant after all and that 'instant' is not the real world. So the combination of greed and the illusion of the instant have set the stage for some other factors that helped bring us to where we are.

The Myth of the Super CEO

He stated that Chrysler and some others, when faced with trouble, brought in men who turned the company around in quick time and they were hailed as 'GURUs' of the business world. Some of them even wrote books proclaiming that it was possible to turn around a company and get super profits. Although some people may be able to do that, everyone was not that way. CEOs of companies have their Boards (and even shareholders) sucked into this myth and set high goals which are unattainable in the particular timeframe expected. This then leads to the next factor.

Dishonesty and Deception

To meet the expectations just mentioned, managers start lying to their CEOs and CEOs start doing the same to their Boards and the Boards to the shareholders and everything seems to look good on the stock market. One however cannot touch it because if someone does, everything comes crashing down. These companies (Enron, Madoff, Stanford, etc) looked good on the outside but lacked substance on the inside.

Collusion

There was 'active collusion' where people who were part of the process knew what they were doing because these persons (like Madoff, Stanford) could not have done what they did without help. The other (passive) collusion was even worse, where there were some who knew things were going bad, but said or did nothing. They were also as culpable as the active ones.

These five factors have brought us to a place where not only removing a person alone will fix it but demands going back in the spirit of 'co-operativism' and work together to build systems to ensure those factors do not occur.

Making reference to the recent earthquake in Haiti, he indicated that the shaking of the earthquake in itself cannot kill someone; it is the falling of the building that damages people. Aero Services must be aware of the social, legislative and economic earthquakes that will come and so build its structures to be able to protect its members and stakeholders from the impact of those earthquakes. This is also applicable for families and other groups in society that are crumbling today.

He concluded by indicating that on a day like today (AGM) members are to be considering these kinds of factors to ensure that undue pressure is not placed upon the Board and management for certain expectations (e.g. large dividends) which would cause the institution to collapse; nor should members be 'colluders' in the downfall. Members need this institution to have a legacy for their children and the generations to come. So you should take care of it and it will take care of you.

MINUTES OF THE 38TH ANNUAL GENERAL MEETING

HELD ON SATURDAY 20TH MARCH 2010, AT THE TRINITY COLLEGE EAST, 1 COLLEGE AVENUE, TRINCITY CENTRAL ROAD, TRINCITY.

7. Acknowledgments

The Chairman welcomed and acknowledged the presence of the following guests

Ms. Allison Manodath
Co-operative Development Division

Mr. Anirudh Rai
Co-operative Development Division

Mr. Hyder Ali
T & T Stabilization Fund

Mr. Wayne Estrada
CUNA Caribbean

Ms. Esme Raphael
Central Finance Facility

Ms. Jill Thompson
UWI Credit Union

Ms. Donna Rosales Gray
UWI Credit Union

Ms. Brenda Fraser
UWI Credit Union

Ms. Pearl Butler Lopez
Cannings Credit Union

Mr. Elvin Francis
Community Care Credit Union

Ms. Nector Licorish
Panell Kerr Foster

8. Standing Orders

The Chairman took the opportunity to apologize for the late delivery of the AGM Brochures and indicated it was beyond the control of the institution. He then read through the entire Standing Order for the benefit of members present. A motion for the acceptance of the Standing Order was moved by Mr. Brian Matthew and seconded by Mrs. Ann Joseph.

9. Minutes of the 37th Annual General Meeting

A motion for the adoption of the Minutes of the 37th Annual General Meeting was moved by Mr. Anthony Mora and seconded by Mrs. Anne Joseph.

There were no errors or omissions.

9.1 Matters Arising

There being no matters arising, a motion for the acceptance of the Minutes of the 37th Annual General Meeting was moved by Ms. Jacqueline O'Neil Lewis and seconded by Ms. Sharon Lee Sing Barnes.

10. Board of Directors Report

The Chairman informed that another credential report taken at 2.10pm indicated that there were 129 persons present (Members – 87, Board of Directors – 11, Staff – 17, Guests – 14).

A motion for the adoption of the Board of Directors Report was moved by Mr. Courtney Demming and seconded by Mr. Sheldon Balbosa.

There were no errors or omissions.

10.1 Matters Arising

There being no matters arising, a motion for the acceptance of the Board of Directors Report was moved by Ms. Jacqueline O'Neil Lewis and seconded by Ms. Sharon Lee Sing Barnes.

11. The Credit Committee Report

A motion for the adoption of the Credit Committee Report was moved by Mr. Heston Mitchell and seconded by Mr. Anthony Mora.

There were no errors or omissions.

MINUTES OF THE 38TH ANNUAL GENERAL MEETING

HELD ON SATURDAY 20TH MARCH 2010, AT THE TRINITY COLLEGE EAST, 1 COLLEGE AVENUE, TRINCITY CENTRAL ROAD, TRINCITY.

11.1 Matters Arising

There being no matters arising, a motion for the acceptance of the Credit Committee Report was moved by Mr. Brian Matthew and seconded by Mr. Courtney Demming.

12. The Supervisory Committee Report

A motion for the adoption of the Supervisory Committee Report was moved by Mr. Anthony Grant and seconded by Ms. Jacqueline O'Neil Lewis.

There were no errors or omissions.

12.1 Matters Arising

There being no matters arising, a motion for the acceptance of the Supervisory Committee Report was moved by Ms. Sharon Lee Sing Barnes and seconded by Mr. Anthony Mora.

13. The Education Committee Report

A motion for the adoption of the Education Committee Report was moved by Mr. Sheldon Barbosa and seconded by Mr. Courtney Demming.

There were no errors or omissions.

13.1 Matters Arising

There being no matters arising, a motion for the acceptance of the Education Committee Report was moved by Mrs. Ann Joseph and seconded by Mr. Anthony Grant.

14. The Social and Cultural Committee Report

A motion for the adoption of the Social and Cultural Committee Report was moved by Ms. Beverly Fonrose and seconded by Mrs. Anne Joseph.

There were no errors or omissions.

14.1 Matters Arising

There being no matters arising, a motion for the acceptance of the Social and Cultural Committee Report was moved by Ms. Mavis Edwards and seconded by Mr. Ricardo Diaz.

15 The Nomination Committee Report

A motion for the adoption of the Nomination Committee Report was moved by Mr. Andrew Thomas and seconded by Mr. Jefferson Joseph.

There were no errors or omissions.

15.1 Matters Arising

There being no matters arising, a motion for the acceptance of the Nominations Committee Report was moved by Ms. Esther Richards and seconded by Mrs. Lenore Bart.

16. The Auditors' Report

The representative from Panell Kerr Forster, Ms. Nector Licorish, presented the Auditors' Report on the invitation of the Chairman.

17. Financial Statements

The Treasurer commenced by way of a Power Point presentation, highlighting the Financial Performance for 2009 by making reference to the Financial Statements and Notes to the Financial Statements on Pages 68-82 of the Brochure. The Chairman then invited questions and comments.

There being no questions or comments a motion for the acceptance of the Financial Statements was moved by Mr. Courtney Demming and seconded by Mr. Anthony Mora.

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18. The Budget Proposal

A Power Point presentation highlighting the Budget Proposal for 2010 was delivered by the Treasurer. The Treasurer informed the meeting that the budget was based on an investment income of 5.1%. At the end of the presentation, the Chairman invited questions.

Ms. Maxine King enquired as to how the building improvements of \$25M were to be financed and for an elaboration on the decrease of the Financial Cost to \$4.36M. The Chairman indicated that funding will come from both debt and equity. The Treasurer then gave an approximation of about 60% debt and 40% equity. He also indicated that some members have retired their Fixed Deposits after maturity so that the amount of Fixed Deposits to be paid interest has declined.

There being no more questions or comments a motion for the acceptance of the Budget was moved by Ms. Jacqueline O'Neil Lewis and seconded by Mr. Courtney Demming.

The Chairman called for a vote on the Budget Proposal and there was a unanimous response with just 1 – Against, 0 – Abstentions. The motion was carried.

19. Resolutions & Recommendations

The Chairman invited Vice-President Alec Clarke to move the resolutions:

Auditors

Be it resolved that the firm Pannell Kerr Foster be retained as Auditors for the 2010 term.

A member highlighted the suggestion made by the Supervisory Committee in their report (Page 43 AGM Brochure): "that another Auditing firm be retained full time or in an advisory role to oversee the accounts and present a different perspective". The Chairman then informed that the suggestion

was considered by the Board and a decision was taken to change the auditors at the 2011 AGM since there was insufficient time to find another suitable firm.

The resolution was seconded by Ms. Sharon Lee Sing Barnes. There was a unanimous favourable response and so the resolution was carried.

RECOMMENDATIONS:-

Distribution of Surplus

Be it resolved that the Annual General Meeting approves the following:

A dividend of six percent (6%) on each member's shareholding to be disbursed according to the member's request.

The motion was seconded by Mr. Clarence Homer. The result was a unanimous response in Favour, Nil Against and Nil Abstentions. The motion was carried.

2) Ex Gratia Payment

Be it resolved that the sum of Nine Thousand Dollars (\$9,000) be allocated to the Education Committee and another Nine Thousand Dollars (\$9,000) be allocated to the Social and Cultural Committee.

The motion was seconded by Mr. Phillip Davies and was unanimously accepted.

20. Election of Officers

The Chairman reminded the AGM of the term limits for the Credit Committee which was accepted by members present at the last AGM (2009). He advised that the Commissioner for Cooperative Development indicated in a letter to the Board that the term would be retroactive to apply to members who currently had served three years. The Board's intention was to have the term limits

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commence at the 2010 AGM and not before. A letter was subsequently written to the Commissioner who in turn amended his original letter and allowed the term to commence in 2010 and added how the terms were to be applied: Byelaw 39(g) 2 – At the Society's thirty-eight (38) Annual General Meeting scheduled for March 20, 2010, the two persons receiving the highest amount of votes will be qualified for elections for three consecutive terms; the two persons receiving the second highest votes will be qualified for elections for two consecutive terms whilst the last person will become statute barred at the next Annual General Meeting.

The Chairman explained the subsection above to ensure everyone understood its implication.

Ms. Allison Manodath of the Co-operative Development Division was invited to conduct the election process as the Returning Officer. She guided members to Pages 12 & 13 of the Brochure for the Guidelines and Election Procedures. She reminded everyone that at the last AGM an amendment was made to the Byelaws and as such a person could no longer be elected to the Credit Committee and also the Board; only in one group can that person serve at a time.

A letter from one of the nominees (Ann-Marie Aleong) for the Supervisory Committee was read indicating that she had declined and was no longer available to serve.

Ms. Allison Manodath informed that a credential report taken at 4.15pm indicated that there were 237 persons present (Members – 203; Staff – 16; Guests – 18).

Persons recommended by the Nominations Committee and persons nominated from the floor to be elected to the Supervisory Committee, Credit Committee and the Board of Directors, were presented to the membership.

The election results were as follows:

Supervisory Committee

Mr. Kester Husbands	169
Ms. Cynthia Kennedy	141
Mr. Anthony Mora	131
Ms. Aneesa Mohammed	81 (1st Alternate)
Mr. Harold Clovis	80 (2nd Alternate)

Credit Committee

Mr. Anthony Grant	179
Mr. Angel Landeau	165
Ms. Genii Reyes	162
Ms. Sharon Lee Sing Barnes	146
Ms. Mavis Edwards	145
Ms. Norma St. Rose	108 (1st Alternate)
Mr. Salauddeen Aziz	84 (2nd Alternate)

Board of Directors

Mr. Courtney Demming	127
Mr. Brian Matthew	125
Mr. Theo Oliver	109
Ms. Jacqueline O'Neil Lewis	99 (1st Alternate)
Mr. Alec Clarke	87 (2nd Alternate)
Mr. Heston Mitchell	59

21. Introduction of the Debit Card

The General Manager informed the AGM that the debit card will be introduced in the next three months.

22. Recognition of the Outgoing President

Outgoing Vice-President Alec Clarke recognised and expressed appreciation to the outgoing President, Kester Husbands, for his contribution and leadership of the organization over the past nine years. Director Faye Husbands also expressed her appreciation to him.

MINUTES OF THE 38TH ANNUAL GENERAL MEETING

HELD ON SATURDAY 20TH MARCH 2010, AT THE TRINITY COLLEGE EAST, 1 COLLEGE AVENUE, TRINCITY CENTRAL ROAD, TRINCITY.

23. Disbursement of Door Prizes

Several door prizes were distributed to members who found the winning numbers on the underside of their chairs. The Society thanked the sponsors of the door prizes for their generous donations.

24. The Destruction of Ballots

A motion for the destruction of the ballots was moved by Mr. Anthony Mora and seconded by Mr. Harold Clovis. There was unanimous acceptance of the motion.

25. Other Business

Mr. Phillip Davies indicated that although the Credit Union continues to do well, there should be more interface with the members as there seems to be only at the AGM is there any significant sharing of information and the opportunity for members to be heard. He also wondered

what benefit will members derive from the expansion of the head office building because in other organizations persons at the top are the ones that benefit more with such expansion.

Outgoing Vice President Alec Clarke responded that whatever the Credit Union does it is with the members in mind and made mention of the project at Factory Road, Piarco which is for the use of the members and is also a revenue generating asset.

26. The Vote of Thanks/Closure

Outgoing Vice President Alec Clarke thanked everyone especially the guests for their attendance and participation; and wished everyone a safe journey to their destinations. He then brought the meeting to a close at 6.00pm.



Lyndon Byer
Hon. Secretary

REPORT OF THE BOARD OF DIRECTORS

Introduction

Welcome to the 39th Annual General Meeting of Aero Services Credit Cooperative Society Limited. We, the Board of Directors are indeed proud to report to you on our stewardship and the Society's performance for the year 2010.

The Board of Directors at its inaugural meeting of the 2010/2011 term held on Monday 22nd March, 2010 elected of the following persons:

Mr. Brian Matthew	- President
Mr. Courtney Demming	- Vice-President
Mr. Lyndon Byer	- Secretary
Ms. Cecily Jerome	- Treasurer
Mr. Earle Joseph	- Assistant Secretary
Mr. Gregory Aqui	- Assistant Treasurer
Ms. Faye Husbands	- Director
Mr. Michael Halls	- Director
Mr. Theo Oliver	- Director
Ms. Jacqueline O'Neil Lewis	- 1st Alternate
Mr. Alec Clarke	- 2nd Alternate

The Executive Committee

The Executive Committee comprised the following persons

Mr. Brian Matthew	- President
Mr. Courtney Demming	- Vice-President
Mr. Lyndon Byer	- Secretary
Ms. Cecily Jerome	- Treasurer
Mr. Earle Joseph	- Assistant Secretary
Mr. Gregory Aqui	- Assistant Treasurer

Sub-Committees of the Board of Directors

In an effort to provide oversight and fulfill the mandate of the Society's Strategic Plan, Directors were appointed to the following sub-committees:

Investment Committee
IT Committee
Human Resources Committee
Building Committee

The teams formed last year for the distilling and implementation of the Strategic Objectives continued this year with slight adjustments in the composition of the teams.

As a reminder, the objectives were:

Customer Satisfaction
Corporate Governance
Member Engagement
Portfolio Quality
Operations Quality
Employee Capability
Revenue Growth

An Oversight Team continued to co-ordinate the efforts of all the other teams and updated the Board with the progress of the Strategic Plan.

Meeting Attendance Register

REPORT OF THE BOARD OF DIRECTORS CONT'D

Name	Monthly Board Meetings			Special Board Meetings		
	Present	Excused	Absent	Present	Excused	Absent
Brian Matthew	9	-	-	8	-	-
Courtney Demming	9	-	-	6	2	-
Lyndon Byer	9	-	-	7	1	-
Cecily Jerome	8	1	-	7	1	-
Earle Joseph	7	2	-	8	-	-
Gregory Aqui	7	2	-	8	-	-
Faye Husbands	9	-	-	7	1	-
Michael Halls	5	2	2	3	4	1
Theo Oliver	7	2	-	7	1	-
Jacqueline O'Neil Lewis	8	1	-	7	1	-
Alec Clarke	9	-	-	6	2	-

Due to the number of meetings throughout the year with the full Board, only one meeting of the Executive was held and the majority of the directors attended.

Outgoing Members of the Board of Directors

The following members of the Board of Directors – Mr. Michael Halls, Ms. Faye Husbands, and Mr. Gregory Aqui having completed their term, are outgoing. Mr. Michael Halls and Ms. Faye Husbands having completed three (3) successive terms are now statute barred for one (1) year and are therefore not eligible for re-election. Mr. Aqui has however indicated his willingness to serve and is eligible for re-election.

Accordingly, outgoing Alternates Ms. Jacqueline O'Neil Lewis and Mr. Alec Clarke are eligible for re-election and have indicated their willingness to serve.

The Board of Directors wishes to convey its heartfelt thanks to all outgoing members and would like to particularly recognize the contribution of Mr. Halls and Ms. Husbands having served the Society for the past nine (9) years.

The Year in Review

The financial services sector continued to face challenging times as evidence of recession was experienced both locally and internationally. The financial services sector continues to face challenging times, This impacted the organization's ability to attract favourable interest rates to give better returns to you our loyal Members. The Board of Directors acted prudently and further adjusted Fixed Deposit interest rates downwards. We however fulfilled our commitment and paid interest rates agreed to, for two year fixed deposits many of which matured in the last quarter of 2010. Some members opted not to renew their Fixed Deposits while others transferred them to their Shares to allow for a better return at the end of the year through dividends, which showed a level of confidence in our organization. We thank you for choosing Aero Services as your preferred financial services provider.

REPORT OF THE BOARD OF DIRECTORS CONT'D

In 2010, the Credit Union Income on loans remained stable and monthly targets were again achieved. In comparison to the last financial year, new loans increased by \$4.1M which was a significant improvement over the previous year. Delinquency continued to be a challenge and significant effort was placed in this area to bring it within industry standard. We have started seeing the fruit of our efforts and will continue to pursue it until it is reduced.

The passage of the proposed regulation for Credit Unions still remains outstanding. Our Credit Union continues to participate in Public Consultations held by the Central Bank and is represented on a Committee of Association of Cooperative Credit Union Presidents of Trinidad and Tobago, to review the Policy Proposal Document and come to an informed position on this matter. We continue to build our institutional capital in preparation for the new legislation.

Performance Highlights

Assets

We experienced a decrease in assets as compared to 2009 due to the maturing of Fixed Deposits which several members opted not to renew. There was also a shortfall in revenue from Short-Term Investments.

Shares

Member Share Deposits recorded a growth over the 2009 figure.

Loans

Our Loan Portfolio decreased when compared to 2009 due to reductions in Motor Vehicle and Investments Loans.

Revenue

Gross Income showed a negative variance against 2009 due to lower interest Income on investments.

Expenditure

Expenses reflected a positive variance over 2009 Actuals and also Projected Expenditure for 2010.

Membership Growth

The ASCU family increased its membership by some 120 members. Our membership stands at 4,360 which is represented by 1,187 with payroll deductions and standing orders and 3173 paying over the counter. The year-end total reflects a 3.2% increase over 2009.

Share Withdrawals

In spite of some share withdrawals, share capital increased. As members/owners, we encourage you to save which will redound to the benefit of our Credit Union.

Human Resources

Our human resource is one of our greatest assets and each organization has a corporate responsibility to ensure there are proper terms and working conditions for their employees, and most of all to ensure that staff retention is high. We however experienced the resignation of our General Manager, Ms. Michele Constantine. The day to day operations were carried on by Mr. Najja Vassel. The position of General Manager is expected to be filled by March 01, 2011.

Conferences

CUNA & WOCCU One World Conference

Directors Michael Halls, Lyndon Byer and Faye Husbands together with Mr. Najja Vassel (Assistant Manager – Accounting Services) attended this one in a lifetime conference where two international bodies (CUNA & WOCCU) came together to have one major conference in Las Vegas, Nevada USA.

Condolences

The Board of Directors wishes to convey sincere and deepest condolences to the families of all co-operators who suffered the passing of a beloved one during the last year. May their souls rest in peace.

REPORT OF THE BOARD OF DIRECTORS CONT'D

Acknowledgements

The Board wishes to acknowledge the services of Mr. Theo Oliver who demitted office on 09 February, 2011 and First Alternate Ms Jacqueline O'Neil Lewis was elevated to the position of full director. We would also like to extend our gratitude to the various organizations that have assisted by the services they have rendered to us.

The following organizations are hereby recognized:

The Co-operative Development Division

The Central Finance Facility

The Trinidad and Tobago Credit Union

Deposit Insurance Fund

ACCUPTT

CUNA Caribbean Insurance Society

Caribbean Airlines

RBTT Bank Limited

Intercommercial Bank

Bourse Securities

First Line Securities

Micro Software Designs Limited

MG Daly and Partners

Martin Richards & Company

Sure Security Limited

Zenon Designs Limited

Our Strategic objectives are dependent on the collective efforts of our Officers, Management and Staff in their respective disciplines. To this end we extend our appreciation and heartfelt gratitude to our elected and appointed Committees, and the Management and Staff of the Society.

In conclusion, thanks to you our loyal member-shareholders, for choosing Aero Services Credit Union as your premier financial services provider in Trinidad and Tobago. Your confidence in the Credit Union has helped us to make significant strides and will enable us to 'Soar above the Challenges'. We remain committed to "Enriching the quality of the lives of our Members".

Thank you and may God bless you and your family.

Cooperatively yours,



Lyndon Byer
Hon. Secretary

AERO SERVICES CREDIT UNION STAFF

Accounts Staff

Najja Vassell
Ria Scarborough
Niann M



Customer Service Staff

Shelley Maniram
Gwendolyn Daniel
Joan Watson
Nerissa Alleyne
Stevenson Alexander
Chinelo Woodley



Admin Staff

Helen Chunisingh
Annette Boodramsingh
Hugo Henry
Rayann Charles
Angelica Kalloo



CREDIT COMMITTEE REPORT



Committee

Mavis Edwards	- Chairman
Sharon Lee Sing Barnes	- Secretary
Genii Reyes	- Member
Angel Landeau	- Member
Anthony Grant	- Member
Norma St Rose	- 1st Alternate
Salaudddeen Aziz	- 2nd Alternate

CREDIT COMMITTEE REPORT CONT'D

Globally, the financial pattern has not varied very much, and the view of economists is that these trends will continue for sometime. Given the easy availability of credit, our members continue to make Aero Services their financial provider, thereby giving credence to our Mission Statement – “To enrich the quality of life of our customers, by providing prompt, customer driven, diversified financial, social and other services, through the commitment and dedication of our valued employees, in the committees we serve.”

Loans

In 2010, a total of two thousand, three hundred and nine (2,309) applications in the amount of \$39.91M was approved. There was a decline in some loan categories such as Consolidation, Vehicle Purchase and Investments, where as Refinance, House Renovations and Furniture & Appliances have had significant increases.

MAJOR LOAN CATEGORIES

2009

Refinance	\$9.09M	\$1.05M
House Renovations	\$8.87M	\$6.36M
Vehicle Purchase	\$5.08M	\$6.17M
Education	\$2.45M	\$2.46M
Vacation	\$2.41M	\$1.93M
Investments	\$2.10M	\$2.87M
Debt Consolidation	\$2.03M	\$3.68M
Christmas Expenses / Carnival Loans	\$1.50M	\$1.72M
Car Repairs	\$1.35M	\$1.20M
Furniture & Appliances	\$1.18M	\$0.47M

In an effort to expedite loan requests and to ensure the timely processing of applications, members are reminded of the following:-

Fill out forms completely and accurately
Provide ALL relevant supporting documents together with the application, at time of submission
Purpose of the loan must be true and precise
Strive to maintain a total debt service ratio of not more than 40% of gross income
Prepare a budget to effectively assist in the proper management of your finances

We wish to encourage members to increase their shareholdings on a monthly basis, to ensure a healthy cash flow, thereby enabling all credit activities.

Our thanks to all members for their contributions and support during the year, and for having given us the opportunity to serve.

To the Board of Directors, other Committees, Management and Staff of Aero Services Credit Union our thanks for your support and co-operation.

God's Blessings

Mavis Edwards

Mavis Edwards
Chairman

SUPERVISORY COMMITTEE



The Supervisory Committee is pleased to present its Annual Report for the period April 2010 to December 2010.

Committee

During the proceedings of the 38th Annual General Meeting the following persons were elected to comprise the Supervisory Committee:

Ms. Cynthia Kennedy
Mr. Anthony Mora
Mr. Kester Husbands

Ms. Aneesa Mohammed and Mr. Harold Clovis were elected as first (1st) and second (2nd) Alternates respectively.