

**MINUTES OF THE 79th ANNUAL GENERAL MEETING  
HELD ON 23 May 2015(Saturday) AT 3<sup>rd</sup> FLOOR AUDITORIUM,  
CIVIL SERVICE CLUB, 60 TESSEN SOHN ROAD (OFF BALESTIER ROAD)  
SINGAPORE 217664.**

**Attendance** : One Hundred and Four Members attended the Meeting.

**Chair** : Mr. S Krishnan, the Chairman of the Society chaired the meeting.

**PRESENTATION OF THE SCHOLARSHIP AWARDS**

(Item 1 of the Agenda)

Mr. S Krishnan, Chairman, was invited to present 18 scholarship awards to successful candidates amounting to \$ 3,600/-

**ADDRESS BY CHAIRMAN**

(Item 2 of the Agenda)

Ladies and Gentlemen,

**Welcome to our 79th Annual General Meeting**

Chairman extended a warm welcome to members of the Society and presented the Annual Report for 2014. He thanked the members and said that our cooperative has served our members well for the past 79 years and will continue to demonstrate our relevance to the future. Notwithstanding new challenges and investment restrictions imposed by the Regulator, the society will endeavour to maintain sustainable success. Importantly, we need to make changes to the way we manage to improve revenue streams.

**Business Performance**

Year 2014 was a challenging year for the cooperative. With dropping membership due to retirement from service and a corresponding impact on lending and income, new rules on Capital Adequacy Ratio from 8% to 12% by July 2016, low interest rate environment, our Society is facing new challenges to remain relevant and sustainable. Notwithstanding with innovative loan products, income from loans which is our core activity increased by 6% in comparison to Year 2013. Income from other restricted investments has also increased. Our gross income stands at \$312,504 compared to \$367,477 in 2013.

**Restricted Investment**

Last year's AGM, we had obtained members mandate to invest 30% of our total assets. However the Regulator took cognizance of our financial strength of our cooperative and requested that we seek the mandate for 20% instead of 30% in this AGM. Hence, I am seeking the approval of this 79th Annual General Meeting to accept the proposal of a general restricted investment limit of up to 20% of the Co-operative's total assets for a period of 3 years until the AGM to be held in the year 2018. If members approve the 20% limit, we plan to place the investible funds for shares listed on SGX (Max 70%) and Investments in affiliates and other co-operatives(Max 30 %) as stated in the Investment Plan(Resolution no. 2), presented in this AGM and explained to the members by the Treasurer. Your society will continue to explore new investment opportunities and expand its revenue base and the financial gains will be ploughed back to members by paying dividends and other related benefits.

**MEMBERSHIP DRIVE**

We will continue with our recruitment drive and deeply appreciate Singapore Customs for allowing us to brief officers on the benefits of joining as a cooperative member. Beside ordinary members recruitment drive, we have also embarked on urging our existing members to ask family members to join as Associate members. Our target membership is 1000 members or more.

**CAPITAL ADEQUACY RATIO (CAR)**

We have managed to meet the Capital Adequacy Ratio (CAR) of at least 8% imposed by Registry and allowing us to determine the maximum loan quantum the Co-operative could lend to each member.

**CCCS International Learning Institute**

We have started our business venture under the name of CCCS International Learning Institute Pte. Ltd., a company proudly founded and owned by Customs Credit Cooperative Society. We are now an Approved Training Organisation (ATO) accredited to provide WSQ Training and Assessments for 2 Basic Security Modules. We will also offer Customs related Courses to the trading community. We have also invested in logistics and training facilities pertaining to our business venture. We are optimistic that we will achieve greater heights in the field of providing training and consultancy services.



## **Conclusion**

Our Board of Directors will continue to work hard and endeavor to build a profitable business enterprise. On behalf of my Board Members, I wish to thank and express my sincere appreciation to you for your attendance this afternoon. We look forward to your continued support in the years ahead.

Thank you.

## **CONFIRMATION OF MINUTES**

(Item 3 of the Agenda)

The minutes of the 78th Annual General Meeting held on 28 June 2014 which had earlier been sent to members were confirmed as a correct record with Mr Tay Chin Leong proposing and Mr Michael Pius seconding.

## **ADOPTION OF THE ANNUAL REPORT**

(Item 4 of the Agenda)

The Report of the Board of Directors for January to December 2014 was unanimously adopted as proposed by Mr R.Veerasingh and seconded by Mr Ibrahim Rahman.

## **STATEMENT OF ACCOUNTS FOR 2014**

(Item 5 of the Agenda)

The Statement of Accounts for the year ending 2013, which was audited by the Public Accountant M/S S.K.Cheong & Co, were adopted and approved as proposed by Mr Sa'ad Ali and seconded by Mr Om Nath Pandey.

## **APPROVE THE PROPOSED RESOLUTIONS FOR 2014/2015**

(Item 6 of the Agenda)

### **RESOLUTIONS BY THE BOARD OF DIRECTORS**

#### **Resolution No 1**

That this 79th annual General Meeting of the society approves the payment of 1% for Share Capital, 1% for Thrift Savings and 1% for General Savings as Dividend as at 31 Dec 2014 from the Profit and Loss Account.

Proposed by Mr Ganesh and seconded by Mr Jayashankar

#### **Resolution No 2**

That this 79th Annual General Meeting of the Society approves the proposal to allow our Society to invest up to 20% of total assets in Restricted Investments (RI) for a period of 3 (Three) years till the AGM to be held in the year 2018.

Proposed by Mr R.Veerasingh and seconded by Mr Tay Chin Leong

#### **Resolution No 3**

That this 79th Annual General Meeting of the society authorize the Board of Directors to incur loans and accept deposits from members and established institutions.

Proposed by Mr Mohd Kassim Bin Syed Mohd and seconded by Mr Tay Chin Leong

#### **Resolution No 4**

That this 79th Annual General meeting of the society resolves the payment of allowance of \$6870/- as honorarium to Board members not in receipt of any allowances.

Proposed by Mr R.Veerasingh and seconded by Mr Michael Pius.

#### **Resolution No 5**

That this 79th Annual General Meeting of the society approves the proposed appropriation of profits and estimated expenditure for 2014/2015.

Proposed by Mr Gopalan Neelakandana and seconded by Mr Ganesh.

#### **Resolution No 6**

That this 79th Annual General Meeting of the society approves the appointment of M/S S. K. Cheong & Co as our Co-operative Society's External Auditor for 2014/2015.

Proposed by Mr Michael Pius and seconded by Mr R.Veerasingh.



## **TO ELECT MEMBERS OF THE MANAGEMENT COMMITTEE**

(Item 7 of the Agenda)

Manager informed the meeting that at the closing date of nomination, three nominations were received and they are as follows:

- 1) Mr S Krishnan
- 2) Mr Abdul Hamid Ahmad
- 3) Mr Abdul Halim Hassan

As there was no contest for the two vacancies from the Board of Directors of the Society, the above-mentioned Three (03) nominees were duly elected to serve as directors in the Board of Directors to meet once a month to deliberate on the proper management of the Customs Credit Co-operative Society (S) Ltd

## **APPOINTMENT OF EXTERNAL AUDITOR**

(Item 8 of the Agenda)

The Chairman sought the concurrence of the general body through a resolution to appoint **M/S S.K. Cheong** as the Society's new External Auditor. As there were no objections, the meeting unanimously agreed to continue the appointment of M/S S.K.Cheong as the External Auditor for the Years 2014/2015 on the proposal by Mr.Michael Pius and seconded by Mr. R.Veerassamy.

## **ANY OTHER BUSINESS**

(Item 9 of the Agenda)

The Hon Secretary told the meeting that there were no letters or motions received for discussion at the Annual General Meeting.

## **PRESENTATION BY TREASURER**

The Hon Treasurer, Mr. Farihullah made a presentation on the prudential requirements of the Registrar of Co-op Societies, our Internal controls, the Loan Limits to our members, our Financial Performance and the Benefits provided to Members. He also said that there will be enhancement on the method of making monthly payments to our Co-op Society. Arrangements have been made for Associate Members to make their monthly payments to the Society by GIRO. He also informed the members that our Society will be promoting new loans to members to ease their financial difficulties and that they can feel free to approach the Society. The new Loan Products in the pipeline are Consolidated Loan for Credit Card Debts, Mortgage Loans, Renovation Loans and Other Loans for Approved Investments. The Co-op Society will be prudent and careful when giving loans for members facing serious cases of indebtedness.

## **VIEWS/QUERIES FROM MEMBERS PRESENT**

The following members raised queries as follows:

Mr Tay Chin Leong :He suggested that the engagement of an Independent External Auditor should be only for 03(Three) Years and not 05(Five) Years as currently practiced. He said that engaging an Independent External Auditor for a Five-year period could lead to complacency and malpractices. Chairman agreed that shorter period will reduce risks but as practised by other cooperatives, the current practice is acceptable to the authorities and we will endeavour to seek good reputable auditors to manage our accounts

Mr Mohd Kassim Bin Syed Mohd: He asked whether the drop in ratings of our Singapore Stock Exchange over the past few years will have an impact on our share investments. He also suggested that our Society should be very cautious with our investments in stocks/shares. Chairman agreed and replied that we have an Investment Committee who manages and will only invest in a small number of blue-chip companies with good reputation and solid foundation.

## **ADJOURNMENT**

The Chairman expressed his thanks to members, Management and Staff for their support and contribution to the performance of the Society. Thereafter, the meeting was declared closed at 3.00 pm.

**RECORDED BY**

  
**P.NAMASTIVAYAM**  
**HON SECRETARY**

**CONFIRMED BY**

  
.....  
**CHAIRMAN**



## **CUSTOMS CREDIT CO-OPERATIVE SOCIETY (S) LTD.**

35 Selegie Road #04-01, Parklane Shopping Mall, Singapore 188307

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# **THE BOARD OF DIRECTORS ANNUAL REPORT 2015**

Your Board of Directors has great pleasure in presenting to you the annual report and the audited statement of accounts for the year ended 31 December 2015.

In the year 2015, we continue to face challenges in relation to membership recruitment and limited restriction in investments. Overall core activity (loan) increased by 14.22 % compared to 2014. Continued prudent management control and good governance were the key factors to our good financial performance.

Your society will continue to explore new investment opportunities and expand its revenue base and the financial gains will be ploughed back to members by paying good dividends and other related benefits.

### **BOARD MEETING**

The Board of Directors held 12 meetings during the period under review to transact the business of the society.

### **MEMBERSHIP**

As at 31 December 2015 the membership strength was **793**.

### **SCHOLARSHIP AWARDS**

Annual scholarship awards are presented to member's children for their academic studies ranging from primary to university level. During the year our Society gave away \$3,600/- worth of awards to 18 deserving members' children.

### **DIVIDEND/INTEREST**

The Society is pleased to recommend 3 % for Share Capital, 1.25 % for Thrift Savings as Dividend as at 31 Dec 2015 from the Profit and Loss Account.

The interest rate on Specific Deposit for the year 2016 will be 1.00 % percent.

### **GENERAL RESERVE FUND**

The fund now stands at \$421,841/-

### **COMMON GOOD FUND**

A total sum of \$18,220.00 was granted under the Common Good Fund for medical, death and retirement benefits.

### **APPROPRIATION OF PROFITS - 2014**

The proposed Appropriation of Profits is shown in **Annex B1**.

### **ACCOUNTS OF THE SOCIETY**

The Society engaged M/S Belinda Chua & Co. to maintain its computerised accounting system for the year 2016.

**STATEMENT OF ACCOUNTS**

Members of the Society were furnished with their respective statement of accounts after the close of the financial year ending 31 Dec 2015.

**AFFILIATION/INVESTMENT****SINGAPORE NATIONAL CO-OPERATIVE FEDERATION (SNCF)**

Our co-operative is affiliated to SNCF which is as an apex body of all Co-operative Societies in Singapore. SNCF co-ordinates and facilitates the activities of the co-operatives in Singapore. It does so by organizing and supervising courses, study missions and seminars on important topics such as co-operative management, financial analysis, investment management and decision making for its members.

As an affiliate of SNCF, our co-operative was one of the major supporters of all the events organized in 2015.

**SINGAPORE ASSOCIATION OF AMALGAMATED CO-OP SOCIETIES LTD. (SASCO)**

SASCO continues to play an important role in caring for the less fortunate members of the society through various Community Projects such as managing a Home for Senior Citizens and a day care centre for the senior citizens. It also operates two Child Care Centres that cater mainly to lower and middle-income families.

Our Co-operative Society is an affiliate of SASCO and our Chairman Mr. S Krishnan is our representative. He is the current Secretary.

Our Co-operative Society's Hon. Treasurer, Mr Faruhullah s/o A W Safihullah is current Vice-Chairman for SASCO's Home for Senior Citizens.

**NTUC FAIRPRICE**

The society is an institutional member of NTUC Fairprice with \$68,500 shares.

**NTUC INCOME**

Our investment with NTUC Income Insurance Co-operative amounted to 427,080 shares.

**PREMIER SECURITY CO-OPERATIVE SOCIETY**

The society is an institutional member of Premier Security Co-operative with \$50,000/- shares. Our Chairman, Mr. S Krishnan is our representative to Premier Security.

**GENERAL****EXTERNAL CONFERENCES AND STUDY MISSIONS**

Our co-operative society actively supported and participated in various overseas conferences and study missions arranged by SNCF. These activities not only helped to bring fellow co-operators together for interaction and networking but also provide them with invaluable learning opportunities in developing seamless co-operation from both regional and international movements. Participation in these activities has significantly enhanced the profile and image of our co-operative.

**CREDIT CO-OP MANAGEMENT ACCOUNTING SYSTEM**

Our Society's accounts have been migrated to the current Window Based System and is supported by M/S Belinda Chua & Co .



**ACTIVE PARTICIPATION IN CO-OPERATIVE ACTIVITIES**

Our co-operative society had given continued support to activities organised by the various co-operative societies in Singapore and we are proud to be part of a well-respected co-operative.

**CHANGES TO CUSTOMS CREDIT OPERATING PROCEDURES****YEARLY TRAVEL INCENTIVE FOR MEMBERS**

Since 2002, our co-operative society had selected about 600 members (about 40 to 50 members yearly) for the travel award to various places, such as Penang, Malaysia (by cruise), Kuching-Sarawak, Bangkok-Thailand, Bali-Indonesia, Phuket-Thailand, Bandung-Indonesia, Bali-Indonesia, Ho Chi Minh-Vietnam etc.

The Travel Incentive for members will be on-going until all the remaining 200+ members of the society have been given an opportunity to participate. The Board of Directors has been giving priority for retiring officers in the selection of participants for the yearly travel incentive tours.

The society's members who participated in the tour were happy and contented with the tour arrangements.

**LOAN SCHEMES**

- Normal Loan (Secured)
- Normal Loan (Unsecured)
- Education Loan
- Medical Loan
- Exceptional Loan

**RETIREMENT GRANT**

Since August 2012, the society had reviewed and agreed to pay retirement grant of \$300 to members with membership of 10 years and above with the society. The grant is given to members with valid retirement letters from government service, regardless of their continuity of status as associate members.

**DEATH GRANT**

Member or employee	- \$500.00
Spouse of member or employee	- \$300.00
A parent of a member or employee	- \$200.00
A child of a member or employee	- \$150.00

**HOSPITALISATION GRANT**

The Board has revised the Hospitalisation Grant to \$20.00 per day subject to a maximum of 30 days in a calendar year (one claim in a year) if the member is admitted to a recognized hospital in Singapore. The claim shall be made within 90 days of 1<sup>st</sup> day of admission to hospital.

**MEMBERSHIP RECRUITMENT DRIVE**

The Board deliberated on the dwindling membership of our Co-operative Society and decided to encourage the recruitment of members' family (spouse and children above 16) as Associate Members. The Board has targeted to achieve 1000 members in the immediate future.

**OTHER MATTERS****1 RETIREMENT**

The Society wishes the following members, who retired from government service, many years of happy retirement:

- MOHAMED OSMAN &/O AHAMED MEERAH



- MOHD ZIN BIN ALIAS
- MOHAMED NOOR BIN PUTEH
- TANG SENG HWA
- KOH SOO KHIANG
- PANG YEOW BIAH
- KAMARUDIN BIN SALEH
- ABDUL RAZAK BIN IBRAHIM
- MD JASMIN ABD SAMAD
- SALIM BIN ALI
- MOHD RAHIM BIN HAMID
- WEE HONG LECK
- TENG CHEE HOO
- GOH LAN HUAY
- MOHD ALI MARICAR
- ABDUL RASHID BIN OSMAN
- CHUA YAI TIAK
- RAVINDRAN G NAIR
- CHUA LIANG HUAT
- LOH NGIAP JUAN
- SIM LIAN HUAY
- TEO SING GUAN

## 2 OBITUARY

The Society announces with deep regret the demise of the following members:

- YACoub BIN ASSAN
- VELAYANG S/O NARAYANSAMY
- MOHD SUFEE BIN MANAF

## 3 PREMISES

The Society continued its operation from its own property at #04-01, Parklane Shopping Mall, Selegie Road, Singapore 188307, Tel: 63384890 and Fax No: 63384870. The office is opened for business from Mondays to Fridays daily from 10.00 am to 6.00 pm except Saturdays, Sundays and Public Holidays.

The Society's adjacent Unit, #04-02, Parklane Shopping Mall, Selegie Road, Singapore 188307 is leased to for M/S CCCS International Learning Institute Pte Ltd which is wholly owned by the Customs Credit Co-operative Society(S) Ltd.

## 4 STAFF

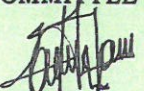
Madam Zaiton continued to work for the Society as its full time clerk. Mr Tan Ting Meng is our Manager

## 5 APPRECIATION

The Committee of Management wish to record its sincere appreciation to:

- a. The Registrar of Co-operative Societies and his staff for their valuable advice and assistance.
- b. M/S S. K Cheong & Co for their advice and audit.
- c. Members for their co-operation and support in upholding the prestige of the Society.

For and on behalf of the  
**COMMITTEE OF MANAGEMENT**

  
**P. NAMASIVAYAM**  
**HON SECRETARY**