

## TRANSFORMATION

### THE JOURNEY CONTINUES



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CREDIT UNION  
CO-OPERATIVE SOCIETY LIMITED





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## VENTURE Credit Union's **FESTIVAL LOAN**

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- Make time with your family and loved ones special through financial freedom with VENTURE Credit Union.



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TELEPHONE: 225-4828 or  
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# OFF THE C.E.O'S DESK

## A YEAR OF TRANSFORMATION AND COMMITMENT TO EXCELLENCE

As I reflected on the past year of 2024 at **VENTURE** Credit Union, I was filled with pride and gratitude for the remarkable journey we had shared. It had been a year of continued transformation, growth, and unwavering dedication to the values that defined who we were. Our core values—Dedication to Service Excellence, Integrity & Transparency, Respect, Inclusion, Empathy, Innovation, and Efficiency—continued to guide us in every interaction, as we strived to meet the needs of our members and the communities we proudly served.

One of the most notable achievements of 2024 was the advancement of our digital strategy. To enhance the member experience, we introduced an Online Loan Application and Customer Relationship Management System. This system automated the loan process, reducing manual intervention and improving processing times, ultimately providing faster, more efficient service to our members. This initiative reflected our commitment to adapting to an increasingly digital world while preserving the personal touch, which we at **VENTURE** cherished dearly.

We also continued to provide loan products tailored to meet the ever-evolving needs of our members. Whether it was providing support for education, home improvements, or unexpected life challenges, we remained focused on providing financing. Our lending team worked diligently to ensure our loan solutions were fair, accessible, and aligned with our core values of transparency and integrity.

Last year, we also embarked on an exciting journey of brand revitalization. Our refreshed brand reflected the trust, service excellence, resilience, and community-driven values that defined us while positioning **VENTURE** for the future.

While these transformation initiatives were critical to our growth, we remained deeply committed to our role as a community partner. We increased our community outreach, finding meaningful ways to give back to the communities that had steadfastly supported us.

In June of 2024, we hosted the CSSL Health Caravan, which provided health and wellness services and important information to the elderly in our communities. Additionally, through our Children's Foundation, we sponsored the Summer Camp at Santa Maria RC School in Moruga. Themed "The Music in Me Camp," the program engaged primary school students in art, craft, and music activities, including learning to play the steel pan. It was truly inspiring to witness children as young as six years old playing our National Instrument.

October brought the annual celebration of Credit Union Month under the theme "One World Through Co-operative Finance," with the watchwords - Educate, Participate, Celebrate. In tribute to this theme, we hosted two Members' Markets at our Arouca and Couva Branches, offering entrepreneurial members a platform to showcase their products and services. The overwhelmingly positive feedback inspired us to expand this initiative in 2025.

As we chart this new year, I looked forward with unbridled optimism, as it brought the promise of fresh opportunities. We remained committed to exceeding your expectations by delivering innovative solutions that made interacting with **VENTURE** easier, faster, and more efficient.

Together, we continued to build on the strong foundation we had established, guided by our mission, vision, and core values. Thank you for your continued trust in and support of **VENTURE CREDIT UNION**.

Here's to another year of excellence, growth, and community impact!

Warm Regards,  
Donna Romilly  
Chief Executive Officer





# EDUCATION COMMITTEE 2024/25

## EMPOWERING THROUGH KNOWLEDGE

Meet the minds behind all our Educational Outreach initiatives, fostering learning and development across our membership and the communities that we serve.



**DeNyssa Christom-Furlonge**  
Chairperson



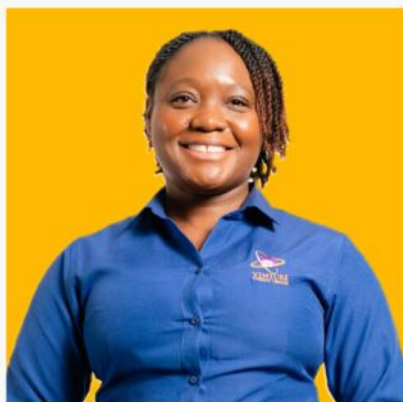
**Charlene Mungal**  
Member



**Allyson Skinner-Walker**  
Member



**Sherese Chee Mook**  
Member



**Ruth Williams**  
Member



**Rene Thomas**  
Member

## OUR MANDATE

Following the Annual General Meeting, the Board may appoint a Committee known as the Education Committee. This Committee will be responsible for overseeing Education and Community Outreach initiatives.

### THE EDUCATION COMMITTEE WILL:

- 1** Share information about the Society's products and services with members.
- 2** Welcome and induct new members into the Society.
- 3** Generate interest in the Society and the Co-operative Movement as a whole.
- 4** Keep members informed about Co-operative philosophy and relevant topics that benefit them.
- 5** Support member development to encourage active participation in the Society's business.

Additionally, the committee will maintain a library of resources for all members and carry out any relevant tasks assigned by the Board as needed.



# THE FUTURE IS NOW

## EDUCATION COMMITTEE ENDEAVOURS

### VENTURE Credit Union's Education Committee Champions Future Innovators with Annual Youth Technology Camp.

**VENTURE** Credit Union reaffirms its commitment to the community by nurturing future innovators through its Education Committee and the annual Youth Technology Camp. Held from 15–19 July 2024, the camp attracted over 50 young participants and focused on the theme "Empowering Tomorrow's Innovators Today", offering hands-on training in coding and graphic design.



The camp concluded with a Graduation Ceremony at the Holy Faith Convent Auditorium in Couva, attended by parents, Executive Management, and Board Members. Board Vice President and Chairperson of the Education Committee, Mrs. DeNyssa Christom-Furlonge, thanked parents for their trust and support, highlighting the committee's dedication to providing valuable educational opportunities. She expressed her excitement at seeing the young participants explore and acquire new skills.

**VENTURE** Credit Union remains committed to investing in its members and the community's growth and development and encourages continued support for its financial products and services.





# A Tribute to VENTURE's Youth Tech Camp 2024

**VENTURE** Credit Union, more than just a money scene,  
Though that's what some might think, from what they've seen.  
This camp revealed the care they truly impart,  
Offering knowledge and guidance, straight from the heart.

They taught us coding, design, and so much more,  
A week packed with learning, that we all adore.  
The staff was always there, a hand to extend,  
They worked hard to fulfill every request we'd send.

On behalf of us all, I'm sure we could say,  
**VENTURE's** Tech Camp brightened each of our days.  
Our lecturer, the best, with wisdom to share,  
She gave all her time, showing how much she cared.

But enough of the lessons, let's talk about lunch—  
The food was so good, we couldn't resist a munch.  
Mashed potatoes, fried chicken—oh, what a treat!  
Meals fit for champions, the very best to eat.

Don't even get me started on those snacks,  
They kept us coming back—no way we'd lack!  
Cupcakes galore, four was probably my count,  
Had class started later, I'd eat even more, no doubt.

**VENTURE's** Tech Camp, it only comes once a year,  
And I thank my mom for pushing me to be here.  
This camp was a blast, every moment was fun,  
So thanks to all who helped me through my first one.







# Mastering Records and Financial Bookkeeping for Entrepreneurs Webinar Recap

On 3 October 2024, **VENTURE** Credit Union kicked off its International Credit Union Month celebrations with an informative webinar titled "Mastering Records and Financial Bookkeeping for Entrepreneurs," facilitated by Deon Grandison, FCCA, CA, MBA, CFEI. The event was designed to enhance the financial skills of both aspiring and established entrepreneurs.

In today's competitive business environment, effective financial management is crucial. The webinar provided participants with valuable insights into record-keeping and financial bookkeeping, focusing on practical strategies for maintaining accurate financial records, making informed decisions, and ensuring regulatory compliance.


In line with the Credit Union's mission to empower members, the event equipped attendees with the tools necessary to navigate the complexities of business finance, ultimately fostering a more knowledgeable and resilient entrepreneurial community. This initiative also supports members in managing and accessing business loans effectively, contributing to their overall success.



JOIN US FOR OUR INTERACTIVE WEBINAR

## Mastering Records & Financial Bookkeeping for Entrepreneurs!

**OCT. 3 2024**  
**6:00PM - 7:30PM**  
**PLATFORM: ZOOM**




**#icuday2024**

*Together, we can empower our community through financial education!*

**Open to all Members of VENTURE Credit Union**


Register Now Via Our **Website** or Call **225-4VCU (4828) Ext.625** for More Information.

**WHY JUST DREAM. WHEN YOU CAN VENTURE**

  
**VENTURE**  
CREDIT UNION  
CO-OPERATIVE SOCIETY LIMITED

2 Noel Street North, Couva | 233 Eastern Main Road Arouca | No. 63 Rushworth Street, San Fernando

Tel: 225-4VCU(4828)  
[www.venturecreditunion.com](http://www.venturecreditunion.com)







# VENTURE CREDIT UNION

CO-OPERATIVE SOCIETY LIMITED



**VENTURE** Credit Union is an industry leader & premier financial institution.

We strive to be your secure and confident financial services provider, supporting your social and economic wellbeing across every phase of your life's journey.

## We Offer the following Loans:

- Vehicle Loans
- Business Loans
- Ordinary Loans
- Mortgages
- Education Loans
- Medical Loans
- Debt Consolidation Loans

## Products and Services:

- Online Services
- **VENTURE** VISA Debit Card
- Silver Advantage Cards
- Family Indemnity Plan
- Group Health Plan
- Life Savings/  
Loan Protection

2 Noel Street North, Couva  
63 Rushworth Street, San Fernando  
233 Eastern Main Road, Arouca



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# CORPORATE SOCIAL RESPONSIBILITY

## VENTURE Credit Union's Community Engagement and Support in 2024

In 2024, **VENTURE** Credit Union made significant contributions to various community initiatives, demonstrating their ongoing commitment to supporting local causes and fostering positive social change. On Saturday, August 24, the credit union proudly backed the Robby Rotts Team in organizing their second Sports and Charity Event for the La Florissante community in D'Abadie. This event successfully brought together members of the community through sports and charitable activities, promoting unity, well-being, and community spirit. **VENTURE** Credit Union's involvement underscored its dedication to initiatives that empower local communities across Trinidad and Tobago.



Additionally, from July 1st to 6th, the Friends of Judo Foundation hosted the third edition of their annual Trinidad & Tobago/Scotland Judo Exchange Program. The event took place at several key venues, including Island Parrada Jui Jitsu Club in Cocorite, Queen's Park Judo Club in Cascade, Gulf City Community Centre in San Fernando, and Cascade Community Centre in Cascade. The program attracted 84 participants, bringing together judo enthusiasts from both Trinidad & Tobago and Scotland. This exchange initiative fostered cultural connections, enhanced skill development, and helped strengthen the bond between the judo communities of the two nations.



Furthermore, **VENTURE** Credit Union's Education Committee partnered with the TTT Media Network for their annual Back-to-School Charity Drive. This collaboration aimed to assist less fortunate students in preparing for the new school term by providing essential school supplies. The initiative focused on ensuring that children in need had the necessary resources to succeed in their education, reflecting the organizations' shared commitment to supporting educational equity and empowering students to begin the school year with confidence.

These events are just a few examples of **VENTURE** Credit Union's ongoing efforts to make a positive impact on the community, supporting education, sports, and overall well-being in Trinidad and Tobago.



**Esme Raphael Bursary Awardee 2024: Varika Lakshmi Dalipram** Varika Lakshmi Dalipram, a third-year Bachelor of Science in Management Studies (Special) student at the University of the West Indies (UWI), has been awarded the prestigious Esme Raphael Bursary. Dalipram chose this field due to her interest in strategic thinking, leadership, and organizational success. She is passionate about understanding how businesses operate and how effective decision-making drives growth.

At UWI, Dalipram has developed a solid foundation in project management, strategic planning, and organizational behavior. These skills are helping her achieve her goal of becoming a leader who contributes meaningfully to the business world.

The Esme Raphael Bursary Award recognizes Dalipram's academic excellence and potential for success in the corporate sector. Her dedication and ambition make her a promising future leader, poised to make a significant impact in management and business.





# RETIREMENT PLANNING



## Why does it matter?

Retirement! The very word can evoke a range of emotions. For some, it represents the culmination of a lifetime of hard work, signaling the start of a new chapter filled with relaxation, exploration, and the freedom to pursue passions like learning a new language, traveling the world, or joining a dance class. For others, it may bring a sense of uncertainty or dread, especially when faced with the reality of a significantly reduced monthly pension after decades of working.

The key difference between these two emotional responses?

## Why Retirement Planning Matters

Planning for retirement is essential for ensuring financial security and peace of mind during your golden years. A sound retirement plan involves a long-term strategy of saving, investing, and eventually drawing from your accumulated funds to maintain a comfortable lifestyle. Without this foresight, many retirees find themselves ill-prepared to support the lifestyle they desire after leaving the workforce.

According to 2022 data from the World Bank, the average life expectancy is 75.94 years for men and 78.15 years for women. In Trinidad and Tobago, where the average retirement age is between 60 and 65, many of us will likely spend 15 or more years in retirement. The question is: will you have the financial resources to sustain yourself during this chapter of your life?

This article explores six key factors to consider ensuring a stress-free and financially secure retirement.





## Set Clear Retirement Goals

Your first step is setting clear goals. Consider the age at which you plan to retire, the milestones you hope to achieve before then, and the lifestyle you envision. Do you plan to travel, downsize your home, or spend more on healthcare? Estimating how much money you'll need annually to cover these costs is crucial.

Then, break down your goals into short, medium, and long-term objectives. Review your progress regularly to ensure you stay on track. By setting clear goals and creating a solid plan, you'll pave the way for a fulfilling retirement.

## Identify Your Sources of Income in Retirement

In Trinidad and Tobago, most people rely on two primary sources of "guaranteed" income in retirement: the pension from their employment and the pension from the National Insurance Scheme (NIS).

But will these sources be enough to maintain your desired lifestyle?

Employment pensions typically amount to slightly less than 50% of your final salary, while the NIS pension provides a minimum monthly payout of \$3,000 if you've made 750 contributions to the fund. While these income streams provide a safety net, they may not be sufficient for a comfortable retirement. It's essential to explore other sources of income, such as personal savings, investments, or part-time work, to fill the gap.

## When Should You Start Planning for Retirement?

One of the biggest mistakes individuals make with respect to retirement planning is waiting too long to start. In many cases, retirement only becomes a priority when it's staring us in the face.

The earlier you begin planning for retirement, the better. Starting early allows your savings to grow through the power of compound interest. Even small contributions made over time can significantly increase your retirement nest egg.



## How Much Do You Need to Save?

While saving for retirement may seem overwhelming, it doesn't have to be. A popular rule of thumb is the **50/30/20** rule, recommended by Tom Armstrong, Vice President of Customer Analytics and Insights at Voya Financial. This guideline suggests:

- 50% of your income should cover essential expenses such as food, shelter, transportation, insurance premiums, and minimum debt repayments.
- 30% can go towards discretionary spending, including entertainment, dining out, and shopping.
- 20% should be set aside for savings, which includes an emergency fund (ideally covering six months' worth of expenses) and retirement savings.

This approach offers a flexible framework to keep your finances on track. However, it's important to be mindful of "lifestyle inflation," or the tendency to increase your spending as your income grows. One recommendation is to save 50% of any salary increase you receive. While this may not always be practical, it's a good strategy to prevent overspending.

## Prioritize Tax-Advantaged Options

One highly effective way to boost your retirement savings is to explore tax-advantaged options, such as **Annuities**. An annuity is a contract between an individual and an insurance company. You make regular payments or a lump sum contribution, and in return, the insurance company provides you with regular payouts during retirement.

In Trinidad and Tobago, annuity contributions up to \$50,000 annually are tax-deductible, providing a significant incentive to incorporate this financial product into your retirement strategy.

Purchasing an annuity in your 30s or 40s allows for greater accumulation of funds over time, resulting in higher pension payouts when you retire.

Additionally, it's worth investigating whether your company pension plan allows for voluntary contributions. By contributing more to your pension plan, you can enhance your monthly payouts, ensuring greater financial security throughout retirement.





## Don't Just Save for Retirement — Invest for Retirement

One of the most significant paradigm shifts that is required in retirement planning today is moving from a **saving** mindset to an **investing** mindset. While saving is essential, investing can be the key to building long-term wealth and achieving a more comfortable retirement.

Investing in the stock market, for instance, offers potential for high returns over the long term. However, successful investing depends on understanding a few critical factors:

- **Investment horizon:** The length of time you plan to invest before needing the funds.
- **Risk tolerance:** How much risk you're willing to accept in exchange for potential rewards.
- **Risk-return trade-off:** The principle that higher risks often come with higher potential rewards, and vice versa.

While investing can seem complex, seeking advice from a qualified broker can help you make informed decisions. Professional guidance can help tailor your investment portfolio to align with your financial goals, ensuring that your retirement plan is both secure and profitable.

As renowned entrepreneur and gerontologist Ken Dychtwald once said, "Those who have planned the longest are the most likely to be satisfied in retirement, regardless of their level of wealth."

Start taking steps today to shape the future you want!

Retirement is a phase of life that should be filled with joy, relaxation, and the pursuit of passions. The difference between a comfortable retirement and one fraught with financial worry comes down to planning. By setting clear goals, identifying multiple income sources, starting early, and saving strategically, you can ensure that you enjoy the retirement you deserve.



# Silver Advantage Card

An exclusive offer to **VENTURE** members aged 55 and over!



## BENEFITS



**Preferential annual rates**  
(Fixed Deposit & Loans)



**Quick service lines at the branches**



**Exemption on all service charges**

• Credit Bureau Fee • Annual Visa Debit Card Fee

## MEMBERS APPLYING FOR A SILVER ADVANTAGE CARD MUST

Have a minimum share balance of TT\$2,000.00.

Account must not be delinquent and be **MUST** in good standing.

Be age 55 and over, have two (2) valid forms of identification upon application for enrolment into the program. If the member only has one (1) form of identification, they can use their birth paper as a 2nd form of identification.



# IT'S ALL ABOUT YOUTH

## Embracing the Credit Union Movement

By: *Hakeem Jordan*

The future of the credit union movement lies in the hands of our youth. As members of a cooperative organization, young people have a unique responsibility to engage, innovate, and ensure the continuity of this vital financial community. In a rapidly changing technological landscape, it is essential for youth to step up, embrace their roles as cooperative citizens, and shape the future of the credit union movement.

As a young cooperative citizen myself, being a member means more than simply holding a membership card; it involves actively participating in the governance and development of the organization. Credit unions are built on the principles of mutual aid, self-help, and community support. By getting involved, we the young members can contribute to decision-making processes, influence policies, and help create programs that meet the needs of our generation.

Involvement in the credit union movement provides us youth with a platform to voice our opinions and advocate for change. This engagement not only benefits us as individuals but also strengthens the credit union as a whole. When young members participate in committees, workshops, and outreach programs, we bring fresh ideas and perspectives that drive innovation and improvement.



Moreover, participating in credit union activities fosters a sense of belonging and community. It creates opportunities for networking, mentorship, and collaboration, which are crucial for our personal and professional growth.

As technology continues to evolve, the credit union movement must adapt to stay relevant and competitive. Youth, being digital natives, are uniquely positioned to lead this transformation. By leveraging our familiarity with technology, we can help the credit union embrace digital solutions, enhance service delivery, and streamline operations.

This involvement can take many forms, such as advocating for improved mobile banking features, promoting social media engagement, or participating in tech-focused initiatives. The insights and skills that we bring can significantly impact how credit unions operate in an increasingly digital world.

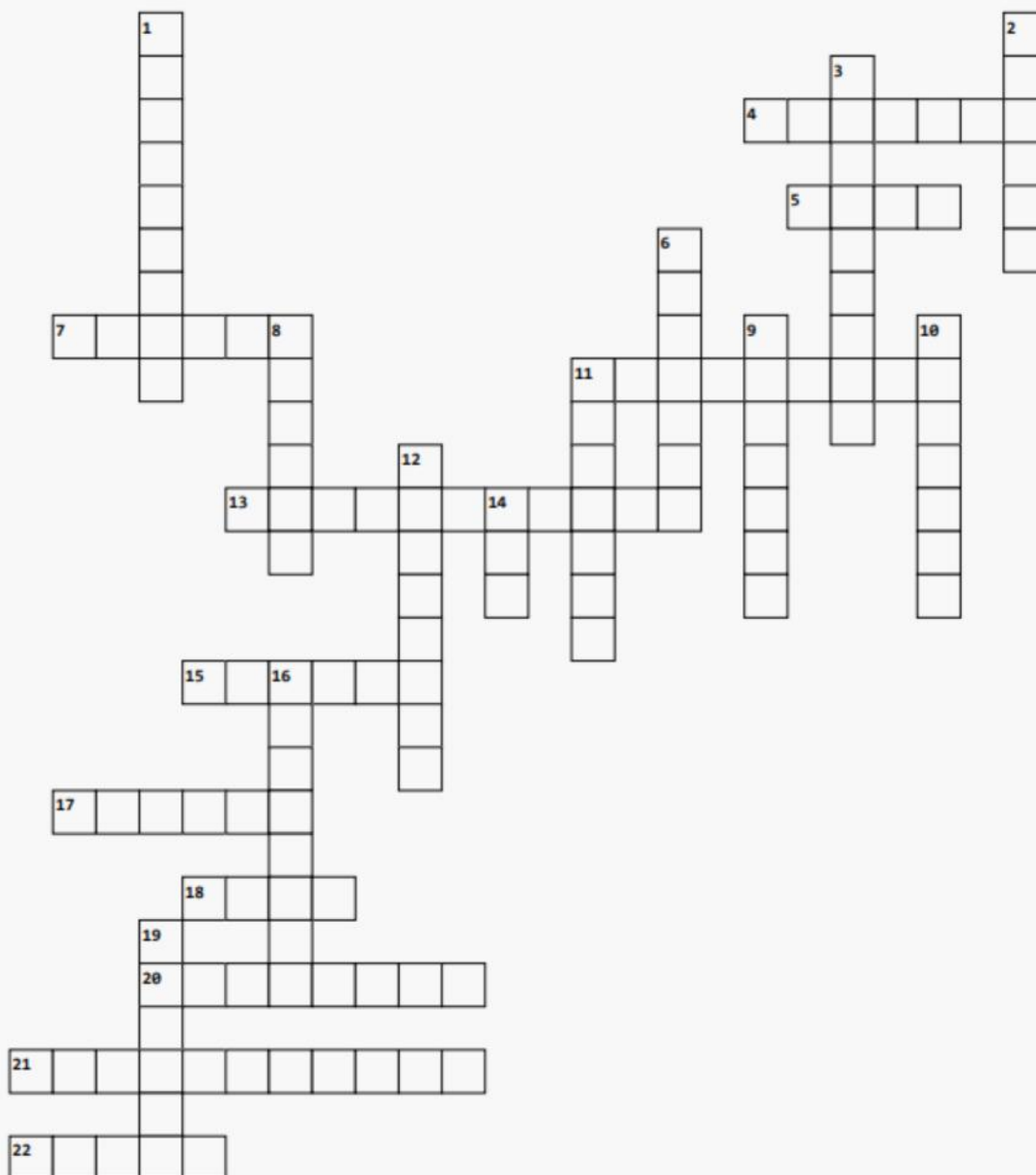
To all young people aged 18–35: your voice matters. It's time to get involved in the credit union movement and take an active role in shaping its future. Attending meetings, join committees, volunteer for events, and participate in educational programs. Your engagement is crucial for the sustainability of the cooperative model.

Let's work together to ensure that the credit union remains a relevant and powerful resource for our communities. By stepping up, you not only invest in your future but also in the future of generations to come. Remember, it's all about YOUTH! Embrace your role as a cooperative citizen, and let's drive the evolution of the credit union movement together.



# ACTIVITY CORNER

## Youth and Credit Unions



### Down

- 1. The practice of managing money effectively
- 3. A fee paid for borrowing money
- 6. A financial plan for managing income and expenses
- 7. A loan type typically used for education
- 8. A document showing income and expenses
- 10. A type of fee charged for account maintenance
- 11. The digital platform for banking services
- 13. A type of financial institution owned by its members
- 14. Money set aside for future use
- 18. The total value of all assets owned
- 20. An organization that helps members save money

### Across

- 2. The amount of money borrowed or lent
- 4. A special account for saving money
- 5. A person who joins and uses the services of a credit union
- 9. An account used to hold funds for a specific purpose
- 12. A loan with a fixed repayment schedule
- 13. The principle of working together for mutual benefit
- 15. A person who leads the financial strategy
- 16. A type of loan for purchasing a home
- 17. The act of combining different resources or assets
- 19. Young people aged 18–35 who engage in community initiatives
- 20. The process of evaluating someone's creditworthiness
- 21. The act of giving back to the community



# ROCK YOUR PINK

## VENTURE Credit Union, Supporting Breast Cancer Awareness

On Friday, 25 October 2024, **VENTURE** Credit Union proudly participated in Pink Day as part of Breast Cancer Awareness Month. This annual observance serves as an important reminder of the significance of early detection, education, and support for those affected by breast cancer.

Employees came together wearing pink attire to show solidarity with breast cancer survivors and to raise awareness about the disease. By participating in Pink Day, we not only honored those affected by breast cancer but also reinforced our commitment to community support and awareness. Thank you to all our staff members who took part in making this day a success. Together, we can make a difference in the fight against breast cancer.

Let's continue to spread awareness and support one another as we work towards a future where breast cancer is no longer a threat.



### Preparation Tips:

Early diagnosis of cancer often increases the chances for successful treatment by providing care at an early stage.

### Investigations and tests include:

1. Mammogram
2. Breast Ultrasound
3. Breast Biopsy

Speak with your doctor about your risks and whether you should have any tests done.



# A CALL TO SERVICE

## THE BENEFITS OF VOLUNTEERING



### A Deep Dive into Credit Union Board and Committee Roles

Volunteering as a board or committee member in a credit union presents a unique opportunity to enhance the financial well-being of the community, while also gaining personal and professional benefits. These roles are essential for guiding the governance of credit unions and attract dedicated individuals from diverse backgrounds.

One of the most rewarding aspects is the tangible impact on the community. Board members influence policies that promote members' financial health and support community development, leading to improved services and educational initiatives.

Volunteering also helps develop crucial skills, such as financial literacy, strategic planning, and teamwork, which enhance personal growth and career competitiveness. Additionally, it provides access to a diverse network of professionals, fostering valuable relationships that can lead to mentorship and new career opportunities.

Engaging in this volunteer work cultivates a strong sense of purpose and fulfilment. Participants gain insights into financial management and regulatory compliance, empowering them to promote financial literacy within the community.

Credit unions emphasize cooperative principles, and by volunteering, individuals advocate for fellow members, fostering community pride. With flexible commitments, these roles allow participation without overwhelming schedules.

If you're a member of **VENTURE** Credit Union, we invite you to step forward and volunteer. Your contributions can lead to meaningful change for both yourself and your community. Together, we can make a difference!



# VENTURE Credit Union 5K Run and Fun Walk

## Celebrates 24 Years of Community

The **VENTURE** Credit Union 5K Run and Fun Walk is an eagerly awaited annual event that celebrates community spirit and fitness. Established by the **VENTURE** Credit Union's 5K Committee in 1999, the inaugural race took place on Father's Day, 18 June, with a 6K distance. Over the years, the race distance was adjusted to 5K to better serve participants.

This year marked the 24th anniversary of the event, which took place on Sunday, 15 September 2024. Participants had the chance to win over \$300,000 in cash and prizes, with the highly sought-after Desmond E. Baxter Challenge Trophy up for grabs.

The theme for this year was "Unity," reflecting the event's commitment to bringing people together through shared goals and active participation. The 5K Run and Fun Walk not only promoted health and fitness but also served as a platform for community engagement and support, in line with **VENTURE's** mission.

Nicholas Romany and Samantha Shukla were crowned champions of the 5K Run. Their remarkable performances exemplified the spirit of competition and community that this event aims to foster each year.

Overall, the event was a resounding success, bringing together participants from all walks of life and encouraging a culture of health, wellness, and unity within the community. As the sun set on a day filled with enthusiasm and camaraderie, plans for next year's event began to take shape, promising even greater experiences as we look forward to celebrating 25 years!





# VENTURE Credit Union's Wine & Cheese Event



## A Midnight Masquerade to Remember!

**VENTURE** Credit Union celebrated the successful return of its popular Wine & Cheese event on Friday, 18 October 2024. Organized by the Member Engagement Committee, this year's theme was "Midnight Masquerade," creating an enchanting evening filled with mystery.

With approximately 280 patrons in attendance, the event showcased an array of exquisite wines and gourmet cheeses, offering a delightful culinary experience. Guests fully embraced the masquerade theme, adding an extra layer of fun to the night.

Live performances by local talents Eddie Charles and Mr. Strings set an unforgettable atmosphere. Their captivating music encouraged attendees to mingle and enjoy the festivities.

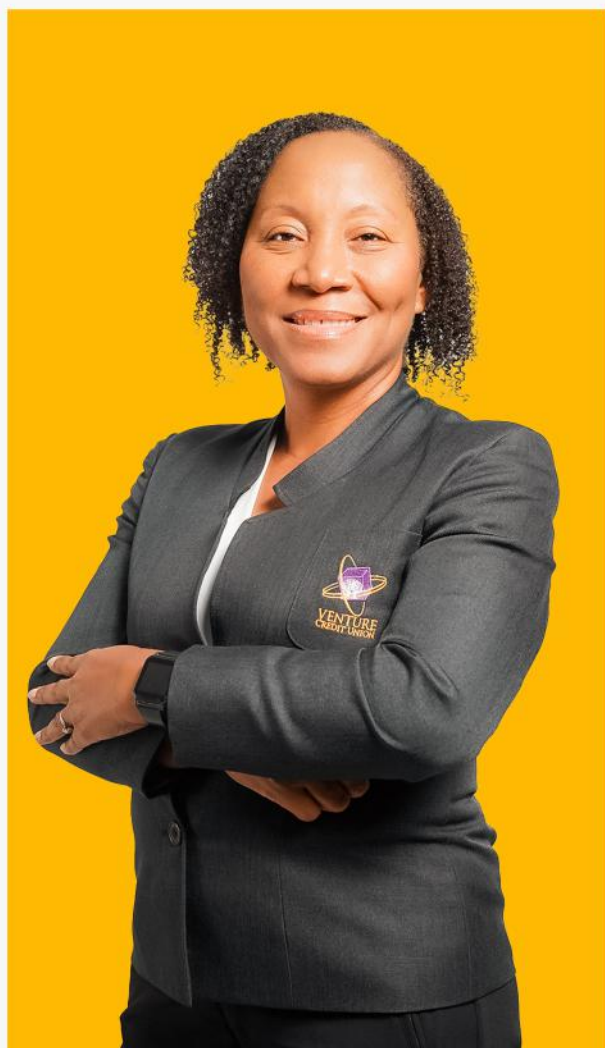
The gathering not only celebrated community and connection but also strengthened the bonds among **VENTURE** Credit Union members. The event was a resounding success, leaving everyone with cherished memories of indulgence, entertainment, and camaraderie. As the night drew to a close, attendees looked forward to the next opportunity to gather and celebrate as a vibrant community, eagerly anticipating what the future would hold.





# SUPPORTING MEMBERS THROUGH DEBT

## NEW RESOURCES & CHANNELS FOR COLLECTIONS ASSISTANCE



**LEEANSA ANDREWS**  
**General Manager**  
Credit Administration

### FROM CREDIT TO COLLECTIONS

As General Manager Credit Administration, I oversee Credit Risk Management and Debt recovery for the Society, balancing financial stability with growth goals. In the past eight months, we have significantly improved our collections processes, achieving the following:

1. Established a dedicated communication channel (Extension: 500) for reaching the Collections Department.

2. Launched a new webpage for the Loan Collections Department, designed to enhance access to important information, including:

- Regularly updated listings of properties and vehicles for sale with detailed descriptions.
- Easy-to-access bid forms for potential buyers.
- Listings of member and vehicle whereabouts.
- FAQs addressing common inquiries about the collections process.

This resource aims to improve transparency and accessibility, making it easier for you, our valued members and interested buyers to stay informed and engaged with our offerings.

Please feel free to explore the page and share it with other members or contacts who might find it beneficial. Thank you to everyone who contributed to bringing this project to life!

If you are behind or unable to make a payment and need our Collections team to assist, please contact us at 225-4828 Ext 500 or via email at [collectionsdepartment@venturecu.com](mailto:collectionsdepartment@venturecu.com).



# INTERNATIONAL CREDIT UNION DAY

## NEW RESOURCES & CHANNELS FOR COLLECTIONS ASSISTANCE



### Celebrate 'One World Through Cooperative Finance' on International Credit Union (ICU) Day® 2024

October is a special month as it marks the celebration of International Credit Union Day, observed annually on the third Thursday. This day highlights the global credit union movement and its positive impact on communities. The theme for this year—"One World Through Cooperative Finance"—reflects the unity and shared values that credit unions uphold.

The subtheme of Educate, Participate, Celebrate calls on us to recognize the importance of education in financial literacy, active participation in cooperative finance, and the celebration of the collective impact credit unions have in building stronger communities. Credit unions, as not-for-profit organizations, prioritize their members over profits, fostering a personal touch and deeper community involvement.

On International Credit Union Day, representatives from the Board of Directors, committee members, and staff were on hand at all three locations to interact with members and share in the celebration of this special occasion. Everyone exchanged cheerful "Happy International Credit Union Day" greetings, creating a warm and welcoming atmosphere.







Members had the chance to participate in fun giant games and win VCU-branded gifts, with prizes for everyone—ensuring that no one left empty-handed. For those unable to visit the branches, there was still plenty of opportunity to join in the festivities through online trivia.

In line with supporting the entrepreneurial spirit within our community, **VENTURE** organised two Members' Markets in Arouca and Couva. Local members were invited to display their goods and services, and many expressed how much they enjoyed the event and appreciated the opportunity to showcase their businesses.

Staff also got in on the fun, participating in an "Anything But A Bag" Day, where creativity and talent were on full display. Teams from various branches and departments competed in this unique challenge, and while the competition was fierce, five individuals and one department emerged victorious, taking home prizes:

taking home:

1st prize Tammy Harris-Gooding

2nd prize Aeisha Scanterbury-Joseph

3rd prize Marlene Roopchansingh-Williams

### Special Prizes:

Akeem Peters

Steven Raj

Accounts Department

October was truly a fun-filled month, full of celebration, community engagement, and a deep appreciation for the credit union's members and their contributions. It was a time to educate, participate, and celebrate the strength of cooperative finance!



# WELCOME CORNER

## CELEBRATING THE GROWTH AND SUCCESS OF OUR TEAM

### New Hires & Promotions (July – Present)

We are thrilled to introduce and celebrate the latest additions to the **VENTURE** Credit Union family! These talented individuals have joined us or taken on new challenges within the organization between July 2024 and the present. Their diverse skills, dedication, and passion for our mission will help propel **VENTURE** forward. Join us in getting to know these remarkable team members!



#### **Hakeem Jordan**

**Job Title:** Education Committee Officer

**Start Date:** August 1st, 2024

**Location:** Arouca

Hakeem has been a part of the **VENTURE** Credit Union family for over eight years, starting as a Member Service Officer and excelling in various acting roles across departments. His recent work as a Change Agent within the Transformation Team helped shape key Marketing and Communication initiatives. In his new role as Education Committee Officer, we are confident Hakeem will drive the success of our educational outreach programs. His deep experience and dedication will undoubtedly continue to contribute to the growth of the organization.



#### **Keisha Prime**

**Job Title:** General Manager – Sales & Services

**Start Date:** August 1st, 2024

**Location:** Couva

Keisha has been with **VENTURE** for over 14 years, progressing from Member Services Officer to various leadership roles, including Loans Officer, Business Development Officer, and Branch Manager. Her leadership within the Transformation Team, particularly in shaping policy and procedural changes, has been pivotal in the organization's development. We congratulate Keisha on her promotion to General Manager – Sales & Services and look forward to the continued positive impact she will have on our operations.





**Patricia Seetahal**

**Job Title:** Branch Manager

**Start Date:** August 1st, 2024

**Location:** San Fernando

Patricia's journey with **VENTURE** began in 2005, and over the years, her expertise in various roles—from Accounting Assistant to Branch Manager—has been invaluable. Her leadership as Acting Branch Manager since June 2023 has demonstrated her strong commitment to **VENTURE's** success. We are delighted to welcome Patricia into her official role as Branch Manager – San Fernando branch and look forward to her continued excellence.



**Hardaye Harrypersad**

**Job Title:** Corporate Secretary

**Start Date:** August 7th, 2024

**Location:** Administrative Building, Couva

Hardaye first joined **VENTURE** as an intern in 2016 and quickly demonstrated her legal expertise and dedication to the organization having been called to the bar in 2018. Having previously served as Collections Supervisor and played a pivotal role in the planning of AGM 2024, Hardaye is well-prepared for her new role as Corporate Secretary. We are confident that her skills and leadership will be a tremendous asset to **VENTURE** moving forward.



**Kynan Deonanan**

**Job Title:** Human Resource Manager

**Start Date:** September 9th, 2024

**Location:** Administrative Building, Couva

With over 17 years of experience in Human Resources and Industrial Relations, Kynan brings a wealth of knowledge in employee relations, training, and performance management. As Human Resource Manager, he will play a crucial role in fostering a positive workplace culture and supporting the well-being of our staff. We are excited to see how Kynan will help shape the future of **VENTURE's** HR function.



**Keston Raymond****Job Title:** Loan Officer I (Couva Branch)**Start Date:** September 16th, 2024**Location:** Couva Branch

Keston brings over 20 years of experience in the credit union movement, specializing in lending and credit analysis. His deep knowledge of financial products and commitment to helping members achieve their financial goals make him an excellent fit for the Loan Officer role. We look forward to Keston's contributions to the success and growth of **VENTURE** Credit Union.

**Jenny Mahabir****Job Title:** Collections Supervisor (Bad Debt Collateralized)**Start Date:** November 27th, 2024**Location:** Couva Branch

Jenny brings over 20 years of experience in the financial industry and specialized expertise in Collections and Compliance. We're excited about the value she brings to **VENTURE** Credit Union and look forward to her contributions to the organizations growth and success.

We are truly excited to welcome these individuals into their new roles and look forward to their continued success at **VENTURE** Credit Union. Their expertise, passion, and dedication will help drive us towards a bright future. Let's all join in congratulating them and wishing them the best of success in their new positions!

Onward and upward, together as the **VENTURE** family!





**VENTURE**  
**CREDIT UNION**  
CO-OPERATIVE SOCIETY LIMITED

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