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Anniversary

TRINIDAD and TOBAGO
NEWSDAY
SUPPLEMENT
THURSDAY 8 DECEMBER, 2022

70 years of service, investment, growth 'AT TCU WE GO THE EXTRA MILE'

A message from Osric Bacchus, president of TCU



Osric Bacchus, president of Tranquillity Credit Union.

Dear members,
It is with great pleasure that we join with you in celebrating the 70th anniversary of the Tranquillity Credit Union Co-operative Society (TCU).

We came into being in 1952 and like a phoenix, we have survived the challenges, competition and grown beyond the limits, to be a mainstay on the credit union landscape.

I joined TCU in 1986, one year after I began working at National Petroleum (NP), which back then, was the base for the credit union, making it easy to become a member.

We were all encouraged to join the credit union and after a while I joined the credit committee as an officer.

Having stayed there for a couple terms, I saw first-hand the processes behind providing loans and understanding the driving forces that lead to a member being placed in the position to ask for financial assistance.

Now, with 25 years under my belt, I sit on the helm as president of this great

credit union.

This is my first term serving you in such a capacity, after having served a three-year term as a director, and I can attest to the great development and successes at TCU.

These include the wide range of products that we now offer – which I can boast will rival those of any other financial institution – and the efforts made to open up the bond and not be labelled as simply an energy-based credit union.

Another part of our growth over the 70 years would be some of the new investment opportunities and our decision to acquire our very own building seven years ago, located at 5 Maraval Road, Port of Spain.

Over the years, we would have also advanced where technology is concerned, “keeping up with the Joneses,” by providing our members with online and mobile banking and access to a debit card, to name just a few.

We are moving along and making strides, just as the technology is moving along; making sure to have our services

available to members on the move.

Above all else, what we try to maintain at TCU is that family/community atmosphere, which is one of the pillars of the credit union.

Unlike other financial institutions, where you might not have a face to interact with, TCU prides itself on ensuring that we DO put a face and give that human touch when engaging in business with our members.

That is what makes credit unions unique overall. But, at TCU we go the extra mile.

We take into consideration the needs of our members, why they would come for a loan and see how best we can offer that assistance, within the guidelines of the co-operative.

As president, my job is to help develop policies and processes to manage the credit union.

That is why we're always looking at

where the financial institution is going and how we can take the credit union along that line, maintaining the seven pillars of the credit union philosophy.

Banks may not tailor their products to suit you, but the credit union would look at all possible ways and means to satisfy your need.

In the future, TCU not only intends to open the bond, but also invest in some ambitious opportunities like real estate and even the ownership of gas stations, all with the aim of benefiting our members.

TCU is also in the process of formulating a youth group that will assist in keeping our credit union alive, as the youth will bring ideas and ways of doing business with ease, to suit their fast-pace, on the go lifestyles and thus offer another way to attract members.

We intend to have longevity, moving away from our core business and making wise, beneficial and more aggressive investments.

There is still a need to educate members about the credit union movement and what the credit union has to offer, compared to the traditional banking system, which is now offering what credit unions do.

Yes, the products we offer different from the banks – when you take a loan with the credit union, you pay interest on the reducing balance.

When you become a credit union member, you also have ownership in that credit union, whereas when you

put your money in the bank, you don't have any ownership unless you have shares with said bank.

That's why every year you get dividends from the credit union. Whatever returns there are from your investment go back to the membership. That is one of our unique aspects as a credit union.

As we celebrate 70 years and embark on a journey that will take along 70 more, I say to my board and committee members: whatever decisions that we make, it must always keep the membership in mind. The service that we provide is not for ourselves; it is for the membership and we must at all times look to see the ways and means that we could improve the lives of our members.

To the staff at TCU: I believe in that human touch. Customer service must be of high priority. You are the face of the company.

When you see a member come in, remember that customer keeps you employed. Make that customer as comfortable as possible.

To our members: We appreciate your business and faith in us and vow to be there for you at all times.

Lastly, in all things, remember your spirituality.

Regardless of where you are, what station in life, that spiritual grounding must be kept intact. Apply that to whatever you do in life. It takes care of everything.



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Reflecting on 25 years with TCU

GM SHERWIN CAMBRIDGE SHARES HIS JOURNEY

Love what you do, and you will never work a day in your life.

That's exactly how it feels for Sherwin Cambridge, general manager of the Tranquillity Credit Union, and he has been loving what he does for the past 25 years.

Cambridge describes himself as a product of the credit union movement. His interest in the credit union movement was partly peaked by the teaching and exposure he received from the then Commissioner for Co-operatives, Arnim Greaves.

"While doing my co-operative studies, my lecturer Mr Greaves, would always invite me to attend AGMs with him, and I distinctly remember attending the Fire Services Credit Union AGM and enjoying the experience," said Cambridge.

"One of the things I loved about credit unions when I went to AGMs was seeing how it empowered people. I have always been involved in more sporting-inclined things and it really interested me to see common people coming together and charting their own destiny from a financial perspective," added Cambridge.

Before finding his place at TCU, Cambridge worked at the Ministry of Public Utilities, then soon moved to the Cathedral Credit Union, then Mark Castillo Toney (MCT) Chartered Accountants, followed by the Credit Union League of TT, the umbrella body for all credit unions. While there, he was employed as the business and development officer. Then came the opportunity, at the age of 29, for him to manage COPOS Credit Union Co-operative Society.

Two years later, Tranquillity Credit Union came calling for someone to replace then-general manager Edward Senhouse, who was 74 years old and about to retire.

"When I came into Tranquillity Credit Union, it was part of the whole oil landscape, in that our membership at the time were permanent employees of NP, Shell and Petrotrin."

"The total asset base then was \$14 million, and now we are closing in on \$170 million."

Cambridge said the operations were manual to a certain extent and the first order of business was to computerise the organisation. That was in 1997.

"One of the things that I also recognised at that point in time was that there were restrictions in terms of lending."

That restriction, he said, "deterred or inhibited persons from really saving in the credit union because the credit union used to lend up to a maximum of \$6,600, so once you had \$21,000 in shares at that time, there was no reason for you to save any more, as the most you would have gotten was \$6,600. So that limited the growth of TCU."

"We were now faced with two issues – one, trying to modernise the credit union and two, trying to grow the credit union."

Cambridge said one of the most important things for growth is loans because there is always a market for lending in the credit union.

However, he said, what the credit union was suffering from, was that it did not have the kind of institutional capital and liquidity to be able to fund any increase in the loan ceiling.

In order to fund the loans, Cambridge said they came up with a programme to mobilise savings called Plan One Million.

He said: "The plan was really to increase our share capital by a million dollars, and in so doing, members had to save a minimum of \$3,500 in shares over 12 months. The grand prize was a Mitsubishi Lancer at that time, and the credit union did achieve one million. In fact, we crossed one million in new shares savings. This allowed us to increase our lending and expand our range of products and services."

Another major initiative under his tenure was the launching of the



Sherwin Cambridge, Tranquillity Credit Union general manager.

premium account and fixed account.

Cambridge said: "We recognised that the younger people in the credit union had a problem saving on shares, as they felt the period of getting returns on shares (dividends) once a year was too long of a wait to see their money grow or to get a return on their monies, so they were not encouraged to save. This, in turn, led to us developing something

called the premium account."

"The premium accounts were mirrored to the Unit Trust Money Market and what we afforded people was a competitive rate of return, the flexibility of saving – where you can save at any point in time and we also gave persons access to their money without being penalised. In some investments, if at the end of the day you fall short and you look to access that money, then you'd be penalised, for example, with a fixed deposit."

The fixed deposit account, he said, was really created to mobilise the savings of a different type of member.

The third thing the new-look TCU did was to open the bond and welcome people who were temporary, casual and contract employees – another way of growing the credit union.

On the loan side, Cambridge said they introduced line of credit, or LOC.

"Due to the fact that we were inhibited by technology and not involved in the mainstream of banking, where we could have afforded our members a credit card or a debit card at that point in time, we wanted to give them the flexibility of having credit available to them in

the time of need. So, we introduced the LOC, which is essentially a revolving line of credit. It was a credit card concept, where a limit would be given to you as an individual and you would use that limit as you saw fit."

Cambridge is very proud and yet modest of the transitions and growth made during his 25 years with TCU.

He said: "At the end of the day, Tranquillity Credit Union has always been a respected credit union in terms of being stable, conservative and family-oriented."

"Unlike other credit unions, who probably want to have five and six branches, we want to compete from a technological standpoint and always be on the forefront of technology – that is our competitive edge."

"Currently, we offer a full-service credit union to our members, a one-stop shop, where members can come and get all their suites of loans, from mortgage to education and motor vehicle. On the savings side, we also provide them with all the suites of saving deposits – shares, fixed deposits, premium accounts and visa debit card. Essentially, we want to become the primary financial institution of our membership," Cambridge stated.

In terms of other plans for TCU, Cambridge revealed that they want to push the ceiling even higher. "We understand that providing financial avenues for our members is one thing, but we would also like to get into some non-traditional areas of business.

"There is a need in TT for housing and we want to be able to help provide that. We also want to get into some retail businesses, for instance, gas stations. Most of our members came out of NPMC (National Petroleum) and there is a great degree of expertise here. In this way, we can provide for our membership in a different way, in terms of employment and investment opportunities," he said.

Cambridge admitted that he has invested a great deal of time and energy into TCU over the years and has no regrets.

He said that you are making a difference at the end of the day, helping someone improve their way of life and that of their families.

As TCU celebrates its 70th anniversary, Cambridge admits to being proud of the seeds of growth and success he has planted there thus far.



The current board of directors of Tranquillity Credit Union. From left are Michelle Duncan, Osric Bacchus, Richard Trim, Joy John-Benjamin, Marcelle Johnson, Sherwin Cambridge, Nadia Sudan, Kenrick Jarvis, Eric Hopkins II, Christiana Wallace, Daffodil Maxwell, Anna-Lisa Arlen-Benjamin and Esther Pariag.

CELEBRATING EXCELLENCE

Greetings from Co-operative Credit Union League COO, Dianne Joseph

It is indeed an honour for me to bring greetings to the board, management, staff and membership of our Tranquillity Credit Union Co-operative Society Ltd on the occasion of its 70th anniversary being celebrated this year.

As head of the administration of your parent body, the Co-operative Credit Union League of TT, I join in congratulating the credit union on its all-round growth over the past 70 years. You have moved from very humble beginnings in a small area at



Dianne Joseph, chief operating officer of the Co-operative Credit Union League.

your parent company, the National Petroleum Company Ltd, to your own spacious offices and you continue to

serve your members with the highest level of excellence.

For this, you have been the recipient of several awards at our league's national awards ceremony and 2022 was no different. You walked the staged again as you received the award for the Best Financial Performance in the medium category. This is commendable! It is a reward for your dedication to duty and for the commitment that you have shown to your members. Very special congratulations.

Psalms 127, verse 1 says: "except the lord build the house, they labour in vain that build it: except the lord keep the city, the watchman waketh,

but in vain." Your credit union could not have withstood the economic and other challenges which you would have encountered over the last 70 years had it not been built on the rock. Your labour is therefore not in vain. You have every reason to celebrate and I join with you as the celebration warms my heart.

You have been shining in the north west region and I admire your diligence and steadfastness as you strive to provide your members with the highest quality of service.

This anniversary must not be taken as only a celebration, but rather a thanksgiving for having reached 70 years. It is a blessing to be here and I urge you to recognise the goodness of Almighty God.

Let me also commend you for recognising your founding members, leaders and staff at your gala awards ceremony and dinner on November 6. I was happy to be there and I am happier that you saw the need to

say "thank you" to those who have contributed to your growth and development. You are on the right path.

Very special thanks to the board, management and staff for your quality leadership of this worthy organisation. It speaks volumes for you and I can only foresee better things to come. Better things, because you put your members first.

I was pleased to see the manner in which you packaged your delivery over the period of the covid19 pandemic – a manner that will support your over 2,000 members and not let anyone go under. Keep up the good work and continue to put your members first. They are the reason for your being here for 70 years and enjoying assets of over \$157 million.

As I close, let me once again wish you a happy 70th anniversary, abundant blessings and I offer a prayer for your latter years to be greater than the past.

TCU's second female board president

KERLINA NILES IS PROUD OF HER ACHIEVEMENTS

Only two women have served as president of the Tranquillity Credit Union (TCU) over its 70-year span – Sheryl Strachan (deceased) and Kerlina Niles.

Niles, a former HR manager at National Petroleum, said she joined TCU in 1981, one year after commencing work with the state-owned company.

She said her boss at that time was a sitting member of the board and he encouraged her to get involved in the credit union.

This was an easy "yes" from Niles, as she was already well aware of the benefits of the credit union. She also had added knowledge, which she gained from her father-in-law, who was a founder of the Rhand Credit Union.

Although Rhand was an option, Niles said with TCU being in-house,



Kerlina Niles, former president of Tranquillity Credit Union.

it was an easier fit.

Four years passed before she made the decision to serve and become a member of the credit committee.

She served on that committee for three years and then later became the chairperson, which she did happily for close to six years.

"Following that," Niles said, "I went on to serve as secretary of the board of directors for three years, then vice-president for another three years and as president for two terms."

She even served on the education committee at one point in time.

Niles said she enjoyed her stint as president of the board.

"I did not have any challenges while serving as president, especially from my male peers.

"I understood what was required of me and I knew what I wanted to achieve and where I wanted to take the credit union."

It also helped that the board shared her visions.

"During my tenure, we were able to upgrade the bye-laws to make it more relevant," said Niles.

"While as president, the company's net worth was around \$90 million,

and one of my goals was to take that figure to \$100 million plus and I was able to achieve that.

"The introduction of the debit card was also one of my dreams and it occurred under my watch, along with the move from NP House at Sea Lots to our current home on Maraval Road," Niles noted.

"TCU is a fantastic credit union, one that treats you like a person and not a number."

While that can be said for most credit unions, TCU, she said, offers more personal care.

"We aim to ensure that our members get the right products that best suits their needs," she said.

"You also don't have the number of charges that you have with banks and of course the interest rate is much less than with a bank.

"The cost to you is more manageable in that instance and you

have more flexibility."

Being a member for 38 years, Niles said it was a pleasure and whenever called, she is always willing to give whatever guidance she can.

Looking towards the future of TCU, Niles said she would like to see the membership grow even further in the years ahead.

"I would also like to see more innovative ideas to help members become small business owners. We need to come up with new ways and policies and see how best we can support those kinds of individuals in our membership, those under financial strain, but at the same time, not put us, the credit union, at risk.

"There is nothing that you cannot achieve if we work together," said Niles.

"My encouragement is that we keep together and be an outstanding credit union in the country.

On Behalf of the Board of Directors, Committees and Staff members of the
GPCU Credit Union Co-operative Society Limited, we would like to wish you,
"Tranquillity Credit Union Co-operative Society Limited"
all the best on the Celebration of your
70TH ANNIVERSARY

From teller to executive assistant

MEET TCU'S SILVANNA FLORES

We always hear employers say "it's hard to get good employees these days."

But with Silvanna Flores, Tranquillity Credit Union hit the proverbial jackpot.

Flores, the executive assistant, is the longest serving employee at TCU and is hard working and loyal.

A single mother of one, Flores began her career at TCU in 2006 and said it was her first substantial job.

Prior to that she worked at a pharmacy and electronic store.

Flores said: "When I began my career at TCU, I started off as a teller and I did that for quite a few years, until I got promoted to being the administrative assistant."

"While in administration, I acted as a loans officer as well, thereafter

being promoted once again – this time to executive assistant."

Over the years, Flores admitted that there have been different challenges but she admitted that she grew as a person during her time at the credit union.

"I've developed, not just physically and mentally, but in the way that I deal with people – different personalities, co-workers, members. You look at people's lifestyle differently, not just your own," added Flores.

"It's a bond that we have with people and members are made to feel that they are very important here," Flores said.

"I've had numerous occasions where people would meet me in and outside of the building and share their stories and explain how the credit union came through for them in their time of need."



Silvanna Flores, executive assistant at TCU.

"So, I am thankful for working in the credit union, as it made me more compassionate and also mature to the aspect of not looking down on people."

Flores also believes that there is

a bigger appreciation for credit union workers, in comparison to bank workers, as people are given a more personal touch.

She said TCU stands out from the others, as it is an in-house credit union.

Flores recalled that when she started out with TCU, the office was located on the same premises as National Petroleum and this allowed them to grow very close with their core membership at that time – the NP staff.

"We were practically part of NP and they were part of us," said Flores.

That bond, she said, carried on and still exists today with newer members as the company widens its door to more opportunities.

Flores said she has the joy of not just being a member of staff, but also a beneficiary of all that TCU has to offer.

She said: "Through this credit union, I was able to go back to school and get my degree. I was also able to buy my first car, and I am very happy for these achievements."

"As a young girl my mom couldn't really afford a lot. She was a single mother with four children – I am the eldest of that four, so, I know what it's like to have to do without," said Flores.

"However, when I joined the credit union, I learned how to save and manage my money better and they had benefits that I was able to take a loan and accomplish those things I found important."

Flores advised that parents don't wait

till it is too late to open accounts for their children.

She said children tend to view their parent's money as theirs, but she said: "If children were taught to save at a very young age with the credit union, they would learn to place a greater value on their money...so teach them to save. I think 12 is a rational age to start having conversations about finance and money management."

Flores even boasted of the excellent opportunities provided by TCU for children, most notably their educational awards.

She explained: "The TCU education awards is our way of honouring those children that have successfully completed SEA, CSEC and CAPE. We give them gifts and grants towards the purchase of school supplies, invite motivational speakers and provide them with information about the credit union."

"Some may have accounts with us and those that don't are encouraged to do so."

Flores feels TCU is a special place in the wide pool of credit unions.

She said: "At TCU, every member matters and I am thankful for the experiences I have gained here and I look forward to learning more."

"As the company embarks on opening the bond even further, I also look forward to developing relationships with new members and welcoming them into the fold of the TCU family."



Happy 70th Anniversary!
Tranquillity Credit Union



Best wishes to our loyal customer

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THE CO-OPERATIVE CREDIT UNION LEAGUE OF TRINIDAD AND TOBAGO

Extends Congratulations to Tranquillity Credit Union Co-operative Society Limited and its members on the occasion of your 70th Anniversary.



70TH ANNIVERSARY



Edward Senhouse, Tranquillity Credit Union's first manager/treasurer and first staff members.



TCU members celebrating the Plan One Million Draw.

TCU'S HISTORY

Tranquillity Credit Union's current Supervisory Committee: Andrew Nurse (from left), Lyndon Charles and Nyasha Alcala.



Members of the current TCU Credit Committee: Renee Garcia (from left), Dianna Joseph Morris, Royds Williams, Tambi Serrano-Rocke and Kendal Charles.



The Tranquillity Credit Union Co-operative Society Ltd (TCU) was established in 1952 and was founded on the basis of helping employees at Shell (Trinidad) Limited.

The idea of establishing a credit union for the company was birthed at Bretton Hall on 16 Victoria Avenue, Port of Spain, by individuals such as Charles Byam, who was TCU's first president, T Figuera, Sheila Priest and John Huggins, all members of the first board of directors, then known as the management committee.

These individuals were also employees of Shell.

The organisation's name was derived from its location, as it was initially situated near the Tranquillity Methodist Church, the Tranquillity Tennis Court, the Tranquillity Secondary and Tranquillity Primary schools in Port of Spain.

The credit union adopted the name which is still symbolic of our peaceful yet strong nature.

Tranquillity Credit Union relocated to the Colonial Life building on St Vincent Street, Port of Spain in 1961 and then to the Salvatori Building, Port of Spain in 1964. The board at the time was responsible for the management of the organisation as well and achieved this with former employees of Texaco, Shell, BP Caribbean and Esso.

The early iterations of TCU's board was presided over by a series of passionate individuals, from the likes



Sheryl Strachan, TCU's first female president.



Sheila Priest, TCU's first employee.

of Charles Byam, Egbert Whan Tong, George Lynch and Augustus Williams.

In that stage of TCU's life, membership stood at approximately 200.

TCU finally formalised its structure when it was relocated to the NP House in the 1970s. Edward Senhouse was appointed as the first manager/treasurer and Sheila Priest was appointed as the machine operator.

Soon, more individuals became interested in joining TCU and membership increased. So much so, that the company was awarded with Most Improved Financial Performance in 2003 – small category.

This was followed by another award-winning year in 2007 when TCU won Best Financial Performance, again in the small category and Most Promising Small Credit Union in

2008.

With a string of successes and growth, TCU in 2013 made the bold decision to move out of NP House and purchase its own property at 5 Maraval Road, Newtown, Port of Spain, under the helm of then president, Kerlina Niles.

They eventually moved into the building in 2015, where they now employ 12 people, inclusive of a general manager, operations manager, accounting officer, marketing specialist, loans officer, administrative officer, accounting clerk and teller.

In 2022, with a budding membership that now resides in the medium-size category, the credit union was awarded for best financial performance.

With an asset base now in excess of \$158 million and over 2,800 members, the credit union has consistently stayed



Past TCU presidents, Lester Wilson (from left), Edwin Ian Reid, Sheryl Strachan, Charles Byam, Dianan E Chandool and David Cameron.

the course to great accomplishments and continued achievements.

With an open bond, TCU has

grown considerably and will continue to rise as an exceptional force within the credit union landscape.

TCU's list of presidents includes:

- Dianan E Chandool: 1981-1993
- David Cameron: 1993-1996
- Lester Wilson: 1996-1998
- Edwin Reid: 1998-2000
- Sheryl Strachan: 2000-2003
- Joseph Ross: 2003-2004
- Sheryl Strachan: 2004-2007

- Edwin Reid: 2007-2010
- Douglas Williams: 2010-2013
- Kerlina Niles: 2013-2015
- Edwin Reid: 2015 -2016
- Reuben Elias: 2016-2018
- Douglas Williams: 2018-2021
- Osric Bacchus: 2021-present



TCU's oldest board member

KENRICK JARVIS STILL EDUCATING, ADVOCATING FOR CREDIT UNIONS

If during its 70-year span Tranquillity Credit Union (TCU) needed an official ambassador or mascot, Kenrick Jarvis would have been, and still could be that man.

He loves credit unions, believes in the philosophy and pillars whole-heartedly and is of the view that everyone needs to save their money within a credit union, as opposed to other financial institutions.

Jarvis, who just happens to be 70-years old himself, is the oldest member of the TCU board and one of the longest serving, having been on the board for the past 20 years.

Like most members of the organisation, Jarvis was a former employee of the National Petroleum Company.

Jarvis said: "When I started at NP, there were two main credit unions catering to those of us in the energy sector, TCU and Point Fortin Credit Union, which has since changed its name. TCU was housed in the NP building and I did not immediately join as I was a member of another credit union at the time – Cannings.

"Although NP made efforts to encourage staff to join TCU, I realised that many people were still not tuned in to the real benefits of credit union and what it could do for them, and so I began to be the unofficial liaison and advertiser for the unions," Jarvis said.

"I started to engage with people and inveigle my colleagues who worked with me in the production department at NP. When the powers that be at TCU noticed this, they pulled me in and I joined the credit union."

Jarvis pointed out that while he was eager to take up the task, it was not as easy to convince some folks to be a part of the credit union. There were those, he said, that felt that the banks were a better fit for them and some were already members of the other oil-based credit union.

Another issue, Jarvis said, was that "Many of the managers and hierarchy from NP, Shell, Texaco were already part of the TCU family and so the lower ranked workers seemed to think that TCU may have been out of their league."

He said it wasn't until he transitioned from the supervisory committee into the credit committee did he make some major inroads with attracting new membership.

Jarvis said: "I stayed on the credit committee for a while, as I really wanted to know the operations of how members got their loans. When I became better informed of the processes, it then afforded me a better opportunity to influence my peers.

"It worked well...I showed them that the credit union was right there at their fingertips – being in-house and that it could do as much as, or better than the banks."

Jarvis said he is driven by "credit unionism."

He said through the credit unions, he was able to educate his children, purchase land and property and improve upon his life.

"Anything I needed to do that involved minor or major financing, I turned to the credit union," he said.

"The credit union is a powerful thing," Jarvis admitted. "Imagine every year you are getting a dividend off of the profits made. No bank is doing that for you.

"When I realised this from early on in my credit union life, I moved most of my funds out of the banks."

Jarvis said: "Once people truly understand that all the profits made is shared and as a member they have ownership, there would be a wider appreciation and an even larger membership in credit union across the country."

In his view, what is needed from the credit union, is the educating of its prospective membership, especially the youth.

"We have work to do in educating the general population," Jarvis said.

"I want people to learn and be excited about credit unions. The youth in particular have a whole different concept and perspective and this means we will have to keep changing the way we play the game."

TCU, however, is up for any challenge.

He said: "The credit union engages with its membership more, is smaller and more family oriented and within our realm, we always try to be relevant.

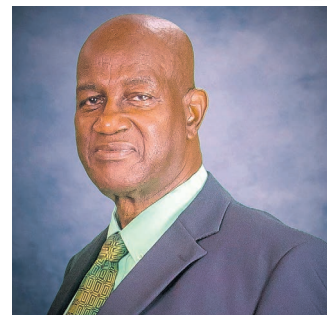
"Our members also want to know that we can facilitate their dreams and we aim to provide them with everything they need."

Jarvis noted: "I have seen major growth within the company and one of my proudest moments came when we were able to purchase our own building and move out of NP House.

"The other, when we opened the bond and diversified our products." Jarvis said that working with

the general manager, Sherwin Cambridge, has also been a plus.

"Sherwin's contributions towards the development and upliftment of the credit union have been exorbitant and I see the things our members have achieved. We have risen above many challenges," Jarvis said.



Kenrick Jarvis, oldest serving board member of Tranquillity Credit Union.

"Though I may be considered old, I am still very much in touch with the ground base."

"This is the main reason why I never served as president during my 20 years on the board, although at one point in time I was the vice-president. I love being a director, but I also love being connected to members. I figure I have more influence as just an ordinary board member."

So, does Jarvis plan on retiring any time soon?

The very vibrant Jarvis admitted that he intend to call it quits during the last AGM, but after some deliberation, decided to stay on.

"The members have a lot of faith in me still, so we will see."

TRANQUILLITY CREDIT UNION
Quality Service at Work!

Happy 70TH

NP is proud to celebrate this achievement and continues to support the Tranquillity Credit Union, at this 70-year milestone.

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Former TCU president Augustine Williams and Charles Byam.



Wilma Chun (from left), Joselyn Ash and Marissa Singh.



Members and guests at a TCU dinner.



2003 TCU SEA awardees.



TCU's first car giveaway.

DOWN MEMORY LANE



Marlene Goddard celebrates with colleagues at a Christmas dinner.



TCU wins the 2002-2003 Most Improved Financial Performance award – Small Category.



Members at the TCU 2003 AGM.

POWERING YOUTH THROUGH FINANCIAL EDUCATION

We all know the saying, “Train a child in the way it should go...” but do we train our children to know how to spend?

We give them allowances with the hope that they will spend it wisely.

However, financial literacy is something that needs to be taught, as children should develop good money habits before they become income earners.

Understanding the importance of this, Tranquillity Credit Union (TCU) has been doing its part to train and educate our young ones on the fundamentals of money management through its Educational Awards programme.

Budgeting, saving, debt, investing, and giving – these were just some of the things taught to the



A group of TCU's educational program awardees.

children of some TCU's members. Chester Beepat enlisted his daughter Cassidy into the

programme and they were both very happy with the results. Beepat, from lower Santa Cruz,

has been a member of TCU for over 22 years.

He said: “TCU has provided another avenue towards diversification of my portfolio, they've assisted me in financially challenging periods of my life, all while providing a level of customer service and support that far exceeded that of any financial institution with whom I have transacted similar business.

“I encouraged both of my daughters to participate in the TCU educational programme, which provided invaluable guidance and advice to them on financial planning.

“This is something that is absolutely critical, especially now where financial challenges abound, it really equips them to have an appreciation of and prepare them for what they may be facing down the road.”

Beepat said TCU also imparted that guidance and advice to the children in a very engaging and relaxed atmosphere.

“They demonstrated the value of hard work and achievements, and I thought that was especially relevant to young people, where many times they think that they work hard and there's no reward for it.”

The more important aspect, Beepat

said, was identifying to the youngsters that they are indeed shareholders of a financial institution – something that they may not experience with any other institution.

His daughter Cassidy, a 17-year-old student of St Joseph's Convent, Port of Spain, said through TCU's educational programme she got a better understanding of savings.

“I discovered that as a member myself, I am also a shareholder in the credit union. I'm grateful to have been a part of the programme and I think I need to delve further to get a more comprehensive understanding,” Cassidy said.

Cassidy said she intends to include TCU in her future plans for savings and investment for education.

“I would definitely encourage my friends to join,” said Cassidy.

Zion Lucien, an 11-year-old who attends Fatima College said he was very excited to be a part of TCU's educational award.

He said he learnt many vital things about saving, and the importance of taking notes, and intends to use the information in his school work and probably in the future when he gets a job. His mother, Nikita Alcala has been a TCU member for approximately two years.

She said: “Being a member of TCU has been worthwhile thus far, as it has provided multiple investment opportunities. This award programme helped ensure that my children develop healthy saving and financial habits from a young age, which is a priority. Plus, any opportunity for them to learn will always be welcomed.”

The knowledge provided by TCU lays the groundwork for students to develop strong money habits early on and avoid many of the mistakes that lead to lifelong financial difficulties. Financial management skills will serve as their weapons as they navigate through life. In addition, having a positive relationship with money will help them have financially secure lives.



7 Decades.

You have seen seven decades of Trinbagonians grow, change careers, move forward on dreams, experience losses, develop relationships, and create families of their own.

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We salute your 70 years of service to Trinidad & Tobago.

Firstline celebrates you and we look forward to continuing our work to achieve our common goal - to create wealth for the people of Trinidad and Tobago.

CONGRATULATIONS TO THE TRANQUILLITY CREDIT UNION CO-OPERATIVE SOCIETY OF TRINIDAD & TOBAGO



Eleven-year-old Zion Lucien is excited to be a part of TCU's educational award program.



Cassidy Beepat says thanks to TCU's educational program, she has a better understanding of savings.

Former Credit Committee officer

AZAM AMEERALI BELIEVES HIS ROLE WAS TO TOUCH LIVES

When you think of people working within financial institutions, one would think that their sole purpose is to make a great deal of money, no matter the client base.

However, that's not at the core of Tranquillity Credit Union (TCU), nor its credit committee officer Azam Ameerali, who felt his main purpose was to help and touch the lives of those who needed his assistance.

Ameerali, like most of the early members at TCU, was an employee of the National Petroleum (NP), who transitioned into becoming a serving member of the credit union.

Recalling his early days, Ameerali, 61, said: "I joined the credit union around 1983/1984.

"At NP, I started in maintenance and then went into finance and later, onto marketing. As an early member of the credit union, I would always have discussions with the then manager, who would always try to inveigle me into becoming a member."

Ameerali said based on those continuous conversations, he eventually decided to join the supervisory committee where he spent approximately six years.

He said the supervisory committee is the watchdog of the credit union.

"They are the auditors, they oversee all the operations of the credit committee, go through the accounts, make sure everything is properly authorised, all transactions," he said.

"I enjoyed my time there, but needed a change and eventually switched gears to the

credit committee, where I spent 20 years."

Ameerali he loved being on that credit committee as it was a way to assist an individual in getting loans and a way to get to know members.

"I believed I touched people's lives while being a credit committee officer," Ameerali said.

But what exactly is the role of a credit committee officer?

"You are like a loans officer. You go through the forms, interview members, then submit all the paperwork to the committee, who will then decide if that member can afford to pay back a loan."

In most institutions, he said, loans officers can be prejudicial and biased. However, Ameerali said he never pre-judged anyone.

"For me, I looked at the application, not at the person and I always tried to get the other members to agree that this person needed help."

The motto of the



Azam Ameerali, former Credit Committee officer of Tranquillity Credit Union.

credit union is to help its members and Ameerali said he made it a point to do just that up until his last days within the credit committee.

"If they did a poll today, 99 per cent of our members and my former colleagues would say that I was fair. Once I could have helped someone, I did... and still do." He said.

"I had a nice stint within the credit committee and during my time, systems were put in place to improve our efficiency."

Ameerali said he also had a great rapport with the board and supervisory member and

enjoyed his years as a serving member.

So, why didn't he become a board member himself?

"I'm a behind the scenes person. I don't like being out there in the open and I truly believed that I could do more and help more outside the realms of the board, with honesty and impartiality."

After serving on the credit committee for two decades, Ameerali said he decided to retire in

2018, as he felt he was "getting down in age."

"They used to say I was a credit union member for life," Ameerali joked, but he said the time came to move on.

"Overall, I have been a TCU member for close to 39 years and I have seen the many changes and continuous growth within the organisation."

"We've become the best functioning/performing medium credit union, and that says a lot. I believe the

reason for our success is firstly, how close-knitted we are and secondly, we have an excellent general manager in the form of Sherwin Cambridge, who has taken TCU in his hands and is running successfully with it.

"Cambridge is responsible for taking the credit union to where it is today, with the mandate that the board has given him."

A father of four, Ameerali, said most of what he has, he gained

through the credit union and he is hoping that more people open their eyes to what a credit union can do for them.


Ameerali's view, is that credit unions as a whole, come up with creative ways to fully explain what is a credit union, especially to the youth.

"Without education, people will be blind to the truth."

Ameerali said he is proud to be a member of the TCU and will remain a member until he dies.

CONGRATULATIONS TO TRANQUILLITY CREDIT UNION ON 70 YEARS!

OF SUCCESSFULLY SERVING YOUR MEMBERS



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On Achieving 70 Years!

70th Anniversary



A MOMENT IN TIME

As part of its 70th anniversary celebrations, Tranquillity Credit Union created a time capsule and made donations to the Newtown Boys and Girls Primary schools. Here are some scenes from the ceremony to bury the capsule and unveil the commemorative plaque.

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The Board, Management and Staff of
**ANTILLES EMPLOYEES' CREDIT UNION
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70th Anniversary



Dinner, awards for milestone anniversary

CELEBRATION TIME

