

CHAIRMAN'S SPEECH

Good Morning Members,

Welcome to the TCC Credit Co-operative Ltd 89th virtual Annual General Meeting. I am very pleased to be here, and on behalf of the Board of Directors, Management and Staff of TCC Credit Co-operative Limited, I like to thank all our Members who have joined us today virtually to witness the AGM proceedings.

Introduction

As we all know, the Covid-19 pandemic extended well into 2021 and caused major disruptions to operations and the business performance of many organisations including our co-operative. Loans were impacted as a result of slower business activity, lower consumer spending and the scaling down of lifestyle and family events such as weddings and family social gatherings. Needless to say, the slowdown in these activities is one of the major reasons for a slower growth experienced in 2021.

With the recent relaxation of safe distancing measures, it was our strong desire to hold this year's AGM physically, face-to-face. We checked with the regulators on the feasibility of doing this but have been advised that the Covid-19 Temporary Regulations are still in force. We, therefore, has no choice but

to conduct the meetings virtually until new guidelines are issued for the conduct of general meetings.

I would like to take this opportunity to acknowledge our staff who played an essential role in ensuring that financial assistance are always available to our Members, especially during these difficult times. My sincere appreciation goes out to the Staff, our Member Representatives and to my fellow Board Members who have extended their time and support during this challenging period.

Performance in 2021

As mentioned in the last AGM, we continued to make strategic investments in technologies to support our business and service delivery. Our core banking system has been upgraded to better serve our members; the Board and Management team have been working diligently to automate and enhance our systems to be more resilient and up-to-date and to take advantage of new and emerging technologies which will enable us to progressively move to online banking.

The year 2021 also saw a slight increase in the number of loans taken up but a drop in the overall quantum of loans due to the factors cited above. Fixed deposit rates were also at low levels contributing to a drop of Fixed deposit rate income contributing to a drop in revenue for the Financial Year 2021. However,

we were able to meet all our financial obligations including allocating a portion of the surplus to the General Reserves.

The operating surplus for the year is \$1.0 million. This despite the last few years being quite challenging, it is important to note that the surplus still remains healthy. All of our financial indicators, including our CAR and our MLA remains healthy and within the upper range.

The Board, after much deliberation, took a prudent approach on allocating the dividends for Financial Year 2021 to ensure that the Co-operative will be in a stronger position should we face similar challenges again. Despite being another challenging year, I am pleased to announce a 2.5% dividend for the year 2021.

It gives me immense satisfaction to report that TCC's Membership stands at 41,952 as of December 2021.

Engaging Our Members

We continued to engage our Members by planning and executing activities in accordance with safe distancing measures throughout most of the year. The Majority of the events that were organized were held virtually. Member representative meetings, financial planning talks, a year-end comedy night were some of the events that we held in 2021.

TCC is pleased to introduce our free legal consultation services to our Members.

From January 2022, we started organizing heritage themed healthy lifestyle walks for Members. This has been immensely popular with many members actively participating in these activities.. We intend to continue to offer these on a monthly basis and look forward to more members joining us in these events.

In recognizing that TCC members have diverse interests we formed interest groups such as “The Clickers” for photography enthusiasts, “TCC Women’s Lifestyle” for our female members and “TCC Trekkers” for members who are interested in trekking and hiking activities. We urge our members to be part of these ‘member driven’ activity groups and to participate in the activities.

The TCC Youth Committee is also planning to introduce a “TCC Toastmasters” group which will allow members who want to develop their potential for public speaking to sharpen their communication and delivery skills.

Our communication platforms such as our TCC website and social media platforms like TCC Facebook are being constantly updated to keep Members posted of the latest happenings in TCC and other upcoming events. We have

also rolled out our TCC YouTube page. Do check us out in these social media platforms.

TCC Initiatives

We have been actively reviewing our loan products and lending criteria and has made substantial changes to enable taking a loan easy and quick. This includes a re-packaged Renovation Loan that will help members with renovating their dream homes.

We have also introduced a “Study & Save” scheme where Members can take up an Education Loan at an affordable interest rate and earn a higher interest rate on their monthly savings at the same time.

We sincerely hope that these new initiatives will assist our Members and encourage them to take up loans and participate actively in our programmes and activities.

The Board of Directors had obtained approval, at an EOGM called for the purpose on 20th December 2021, to increase the previously approved budget for the purchase of a property from \$15 million to \$30 million, to house TCC’s operations together with our subsidiary Cooperative Secureguard and Security Masters. The primary objective for this move was to increase the space

required for our operations and to create activity spaces for our members which has the potential to increase income through event space rentals.

This move will help to free up our four Killiney Road shop-house units, which are prime rental spaces for food and beverage outlets, and which can yield good rental income when rented out. Conservatively we can expect a rental yield ranging from \$570,000 to \$720,000 per annum. This does not take into consideration the additional income that can be achieved through the rental of event spaces and rental income from our subsidiary companies.

We are actively scouting for an appropriate location,

Conclusion

The last two years, during the Covid-19 period, has been exceptionally challenging years. Nevertheless, it has enabled us to stay focused, reevaluate our strategies and craft a viable business model which will ensure sustained revenue streams. Remaining competitive and relevant to our members will always be our aim.

We look forward to Financial Year 2022 with hope for a better future for everyone. We also need your support to communicate to your family and friends about the range of benefits and services provided by TCC, the financial solutions that are available to those in need, be it a study loan for their loved

ones, a renovation loan for a dream home, a marriage loan to start the blissful journey or even a consolidation loan to improve their financial position.

I would also like to place on record my thanks to our Advisers, Directors and all our Staff for their efforts and support.

We wish you and your families all the best for the rest of the year and beyond; and we look forward to speaking in person again next year. Stay healthy and stay safe! We hope to see all our members in person during the 90th AGM next year.

Thank you.