



NORTH EAST REGIONAL CHAPTER OF THE CO-OPERATIVE CREDIT UNION LEAGUE OF TRINIDAD AND TOBAGO

c/o Trintoplan Consultants Credit Union Co-operative Society Limited
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03rd April, 2020

Dear Member Units,

RE: COVID-19 PANDEMIC

Having been confronted with this growing threat to the way of life to which we have grown accustomed, it is imperative that we remain resilient and in so doing, engage in activities that would ensure our sustainability throughout the onslaught of this global pandemic.

We recognize that this emerging threat represents a ‘clear and present danger’ to us all and to our core operations. However, it also represents an opportunity for us to activate the cooperative values upon which we were built, understanding that our resilience in times of adversity is what sets us apart from other financial and/or people focused organizations.

We encourage you therefore, to invoke creativity and innovativeness as an integral part of your operations, understanding that our way of doing business has now changed, both for now and the foreseeable future and as such for us ‘adaptability is the key’. Hence, it is now mandatory that we ‘think outside of the box’; as change is no longer an option but a requirement for survival.

In this vein, we exhort you to seek out new means of engaging and assisting your members, that will allow for extended reach and mobility at a time when our movements have been restricted by circumstance. We encourage you therefore to consider the following survival mechanisms:

- Utilize online meeting platforms (Zoom, Hangouts, Microsoft 365, Teams, etc.) to ensure continued functionality of your respective units.
- Engage in webinars and podcasts where applicable, to continue member engagement in the fulfillment of your respective mandates and to ensure business continuity.
- Encourage members to utilize, to greater extent, the online banking features/options available.
- Encourage members to observe the numerous warnings and guidelines of the Government and to remain indoors, as far as is reasonably practicable.

- Consider loan and other concessions designed to assist our members through this crisis situation, as follows:
 - Cessation of Principal Payments on Loans for 3 months in the first instance. (Interest due will remain payable and due as per loan repayment schedules).
 - Member to resume full loan payments as soon as their work schedule has stabilized.
 - Waiver of fee for Share Withdrawals
 - Waiver of late fees on loans
 - No penalties for any principal payment deferral
 - Special Pandemic Loan facilities. where applicable, to assist members who have been affected by this crisis.

We also take this opportunity to pledge our support to each member unit and make ourselves available to any unit who would require technical and other support in maneuvering these online options and in setting up the respective meeting platforms. Feel free to contact one of our representatives at **754-6525 (President)**, **681-7539 (Director)**, **689-6175 (Secretary)**, **740-1601 (Treasurer)**, to discuss further any available support you may require.

Additionally, we urge you to continue to uphold ‘safety first’ as your mantra, and to let personal responsibility be your contribution to fighting this pandemic.

We remain,

Co-operatively Yours,

Janelle Benjamin
President

President: Janelle Benjamin – Vice President: Angel Ricardo Betancourt – Secretary: Gloria Rolingson – Assistant Secretary: Marlene Moseley – Treasurer: Adesh Surujnath – Members: Ronald Bobb, Wayne Estrada, Andrea Guerra, Carlyle Joseph, Auldric Neptune, Dwight Ramcharan, David Taitt