wave community bank
Local. Ethical. Together.

Wave Community Bank – Virtual Annual General Meeting 23rd September 2025 at 6.15pm

1. The CEO – Ann Hickey - welcomed those in attendance and explained the meeting was being recorded.
2. It was confirmed that the meeting was quorate.
3. It was confirmed that the minutes of the 2024-25 meeting were approved.
4. **The President - Richard Priestman** - thanked members for attending & shared highlights from 2024-25 including:
   a. **The first full year since merging with Kent Savers CU** – The merger resulted in a much larger credit union, serving more members with diverse and often extreme needs. Expected financial loss in the first full year due to some initial one-off costs, mostly related to duplicate expenses and integration but in reality, achieved a £61,500 surplus against a budgeted loss, which demonstrated strong operational management and financial planning.
   b. **Growth & Lending Performance -** When WCB and KSCU merged, KSCU's operations had stagnated. As of this year, business in Kent is back to parity with East Sussex, achieved without decline in East Sussex's performance. Growth largely via the payroll loan book and family saver loans - both considered safer lending as they are from deductions.
   c. **Regulatory Environment and Compliance** - Consumer Duty implemented successfully. Compliance with the latest consumer regulations can be challenging when a business with a small staff are held to the same standards as major banks but WCB successfully managed the regulatory demands, and this was attributed to the dedicated staff team.
   d. **Partnerships & Community Engagement** – the Financial Wellbeing Support project at University Hospitals Sussex NHS Trust was extended for another year. This is not just about generating business but providing significant financial education and wellness support. The experience here provides a blueprint for replication elsewhere. The Fair4All Finance grant was given to support Kent operations post-merger.
   e. **Looking Ahead** – we are projecting continued growth in volume and further containment of bad debts. We are also exploring new systems and underwriting processes planned for introduction in 2026.

Thanks were given to:

- Stakeholders who continue to support us.
- Board members who are volunteers, particularly Kathy Cox who worked extensively on the merger with KSCU and was on the WCB board for some time before stepping down.
- Staff and volunteers who work hard all year.

5. Questions – RP and AH responded to some questions that were submitted online in advance of the meeting:

Q. What has WCB implemented to protect members from scams?

A. We only send funds to member accounts not third parties. Large withdrawals – accounts are verified for account ownership and we always speak to the member. We never ask for full bank account details as part of our security checks. We take this v seriously and if you have any concerns please contact our office by phone or email.

Q. What can be learnt if anything, to assist in growing the community based membership at the same amazing rate of growth seen for payroll members? How is the grant from Fair 4 All being used to further community outreach?

A. We have achieved a 50% growth in the number of members paying by payroll deduction. This due of hard work by our BD team, working with employers raising awareness and getting their support to promote what we do. We have also re-invigorated the payroll schemes that we took on from Kent as part of the merger. To grow our community-based membership we have advertised on local radio, TV social media and we have a BD Officer in both Kent and E Sussex. Fair 4 All grant was for an Outreach Worker and marketing in Kent starting Jan 25. Our outreach worker has attended 84 public meetings plus meetings (with leaflets, gazebo in all weathers) and over 100 meetings with stakeholders such as local authorities NHS, schools voluntary sector and local businesses.

Q. Are there any women on the board?

A. We have a board of 12 – of which 4 are women. We actively encouragement for more women and diverse professionals to join. Supervisory Committee is a 50/50 split. The senior management team are all women.

6. The Treasurer – John Stokes - summarised the credit union's financial performance. His key points included:

One-off adjustment for Kent of £67k- WCB board accepted a one off loss was an acceptable price to pay for the merger and the growth it would bring.

a. Financial Performance (Fiscal Year 2024–25)

- **Surplus:** £61,500 (significantly better than forecast)
- **Income:**
  - Total income rose by **£261,000 to £1,032,000**.
  - Loan interest income **up 48%** to £259,000, due to more (and higher yielding) loans.
  - Grant income **dropped by £22,000** to £23,000.
  - Other income grew by £24,000 (mainly due to increased bank interest and other programs).
- **Expenditure:**
  - Overall up by **£205,000** (as expected post-merger).
  - Salaries up £103,000 (full year of additional staff).
  - Bad & doubtful debt provisions rose by £32,000 (reflecting loan growth).
  - Other operational costs up £72,000.

b. Financial Sustainability

- **Income Composition:**
  - 77% of income from loan interest (up from 70% the previous year)
  - 2% from grants, 21% other sources.
- **Cost Coverage:**
  - All costs for the year covered by loan interest and non-grant income—no reliance on grants for surplus.

c. Balance Sheet (as of March 2025)

- **Member Savings:** Fell by £339,000 (member withdrawals).
- **Loan Book:** Net loans up by £833,000 (27% increase).
- **Bank Balances:** Down by £1,056,000 (higher lending, lower savings inflows).
- **Reserves:** Increased by £62,000 (surplus impact).

d. Future Outlook (Fiscal Year 2025–26)

- **Budget:**
  - Anticipates higher interest income and increased costs.
  - Planned investments in IT system upgrades and more staffing.
  - Forecasting a surplus, albeit lower than this year due to the above investments.

e. Approvals

- **Delegated authorities and appointment of auditors:** All recommendations approved prior to the meeting.
- **Auditor:** Existing auditors reappointed with board recommendation.

Approval for Delegated Authority & offering Interest Bearing Accounts was given by the membership in advanced voting.

The accounts were approved by the membership in advanced voting.

No dividend due to the small surplus.

Approval for appointing the external auditors UHY Hacker Young was given by the membership in advanced voting.

7. Supervisory Committee update – Muhitur Rahman

Committee is composed of four volunteer members - Jill Forsyth (Chair), Muhitur Rahman (presenting), Victoria Coker, Ilyas Christophiedes).check spelling Key Functions of the committee are to meet monthly, reporting findings to management and directly to the board if required. The key areas audited are risk processes, governance, risk register, cyber risk management, new system procurement, member account audits, policies, and compliance. No critical issues reported this year. Acknowledgement and thanks were given to management and staff for their cooperation and performance. Quarterly updates will continue to be delivered to the board as standard process.

No questions were asked during the meeting.

8. The directors up for election were re-elected via advanced voting online:

- Jamie Marchant
- Robin Penfold
- Richard Priestman
- Gareth Anderson

9. Questions - RP and AH responded to some questions that were submitted during the meeting

Q. I'm concerned about what happened in Vietnam. People locked out of accounts who don't have digital id. What are your plans to implement or otherwise when it becomes mandatory?

A. We don't have a mandatory/comprehensive digital ID implementation planned yet. We are Monitoring technological advances. Our current resource and system limitations as a smaller organization prevents it. We have an ongoing focus on realistic, cost-effective upgrades with major IT improvements planned for coming year.

Q. Is the credit union owned by a higher up organization like BlackRock?

A. WCB is fully mutual—owned by members, not by any external entity (e.g., BlackRock). We have a strong commitment to remaining independent and community-owned with no plans to change this in foreseeable future.

Q. Do you have a debanking policy?

A. We do have a policy and accounts may be closed in rare, extreme circumstances (e.g., violence, abuse), but there is no political motivation; only member's actions towards the organization would trigger account closure. There is no practice of closing accounts based on beliefs or political positions

10. The President thanked the attendees for their support & invited members to remain engaged and reach out for suggestions or interest in board participation.

There being no further business, the AGM was closed at 18:41pm