



**CORE|CREDIT|UNION**  
—STRONGER TOGETHER—

# Annual General Meeting

**A guide to Core Credit  
Union's Virtual AGM**

The Core Credit Union AGM will be held virtually. This event will be run through Zoom Webinar. Within the guide below, attendees will find all they need to know and what they need to do, to participate in this AGM.

If you have any queries with regard to the AGM please email [agm@corecu.ie](mailto:agm@corecu.ie)

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## 1 Login Details

Registration for the AGM can be completed from <https://corecu.ie/agm2024> before **5:00pm on Tuesday the 3<sup>rd</sup> of December.**

Once registered, attendees name, email and phone will be crossed checked in accordance with the requirements permitted to access an AGM.

Registered attendees will not receive the meeting link straight away. The link will be sent via the Zoom platform in the days leading up to the meeting itself. The link attendees receive will be unique and should not be forwarded to any other party. It is important to keep this link in an easily accessible location in your inbox.

Email addresses must be unique and only one person can be registered to the email address.

If you have any difficulty with registration, please direct your queries to [agm@corecu.ie](mailto:agm@corecu.ie)

## 2 Joining the virtual AGM

The AGM will begin at **7.00 p.m.** on Wednesday the 5<sup>th</sup> of December 2024. It is recommended that attendees log in to the meeting at 6.30 p.m. This AGM will be hosted via Zoom. Participants are not required to download the Zoom app to their device, but they may prefer to.

To join the AGM, go to the email in which you have received your unique link, click on the link and this will launch the meeting. As previously mentioned, this link is unique to you and will not allow you to log in to multiple devices.

Once you log on to the meeting, you will be held in the waiting room. At 7.00 p.m. you will be admitted to the meeting by the host.

## 3 Engaging at the AGM

Using the Zoom platform there are several methods to ensure engagement at the AGM

### 3.1 Turn on your cameras

It's always better when we can see other members and who else is on a virtual meeting so please turn on your cameras.

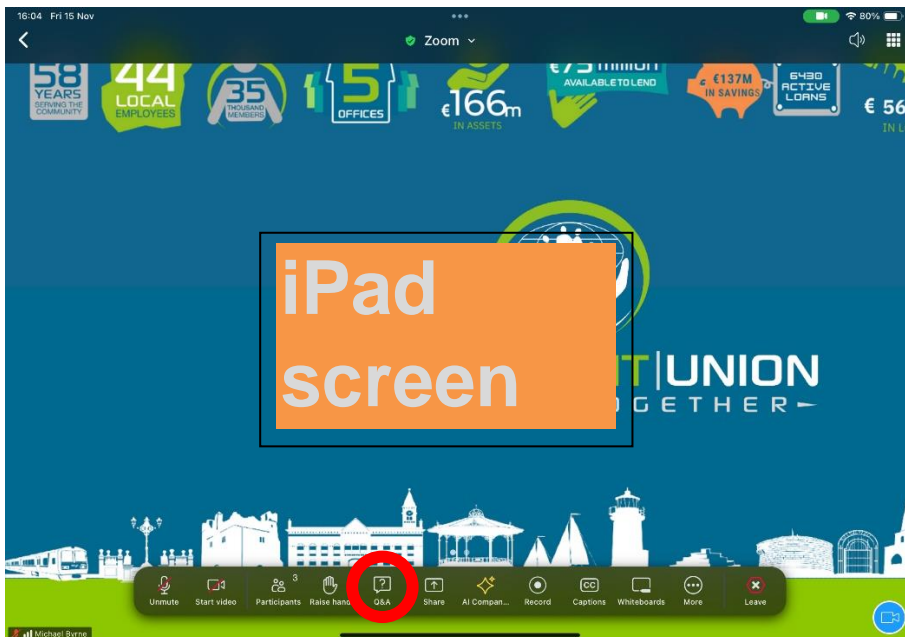
To create the best impression, it is better to have your background clean. Ensure your privacy by making sure no family pictures or other material of a personal sensitive nature are in view.

### 3.2 Ask a question

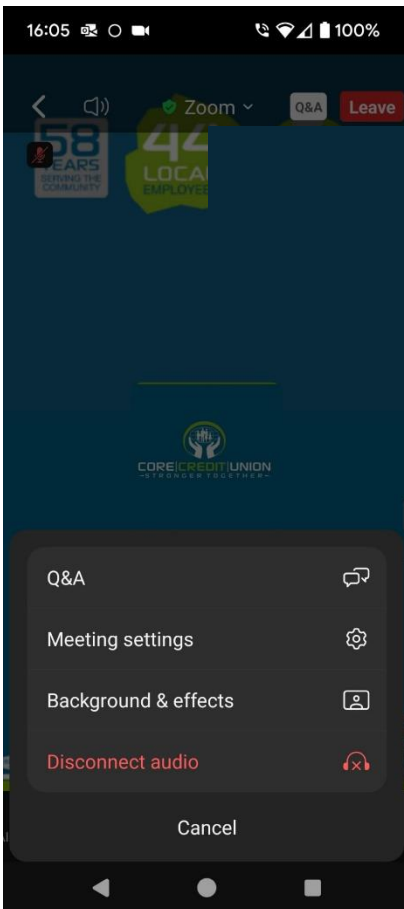
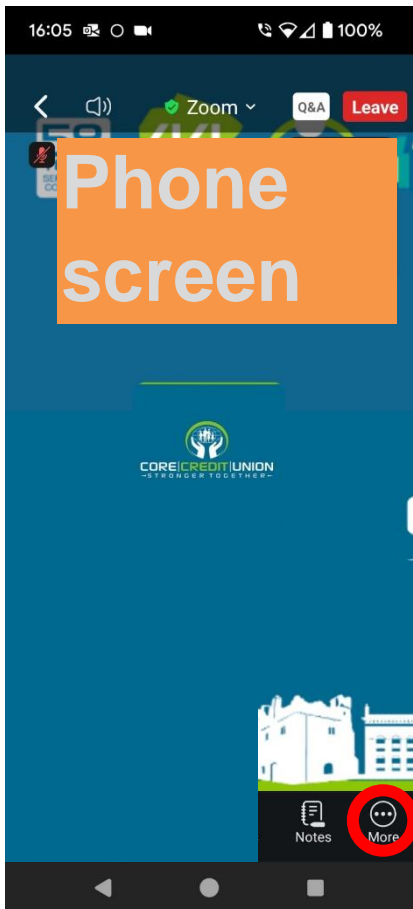
The Q&A feature is available to ask questions. All questions will be viewable to everyone else on the meeting so please ensure that no offensive language or comments are posted.

Depending on your device, the location of the Q&A link will vary. We've included a few screenshots below to demonstrate some of the common locations

- iPad screen



- Phone screen



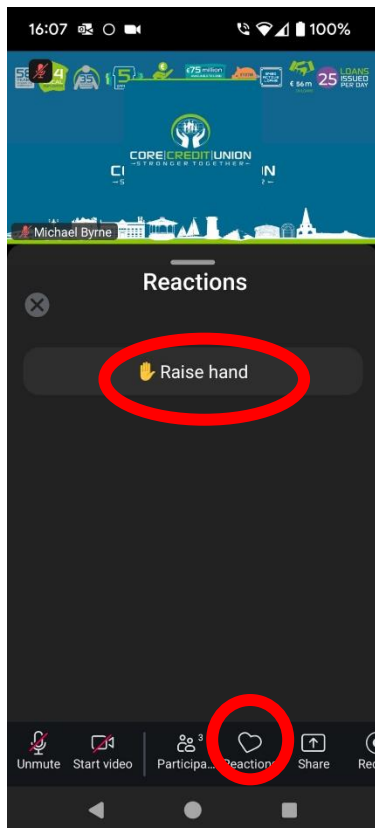
Select the **“More”** option to bring up the additional menu. From the new menu select Q&A

The AGM is an opportunity for everyone to feel welcome and part of their Credit Union. Failure to respect fellow members, especially if it is persistent will result in expulsion from the meeting.

### 3.3 Speaking at the Virtual AGM

Throughout the AGM there will be opportunities to speak if you wish to do so. Use the “Raise Hand” function to do this. The location of this function will vary depending on the device you use.

From a phone selection the reactions icon which should then bring you to the “Raise Hand” function. Familiarise yourself with all the options you have. See examples below

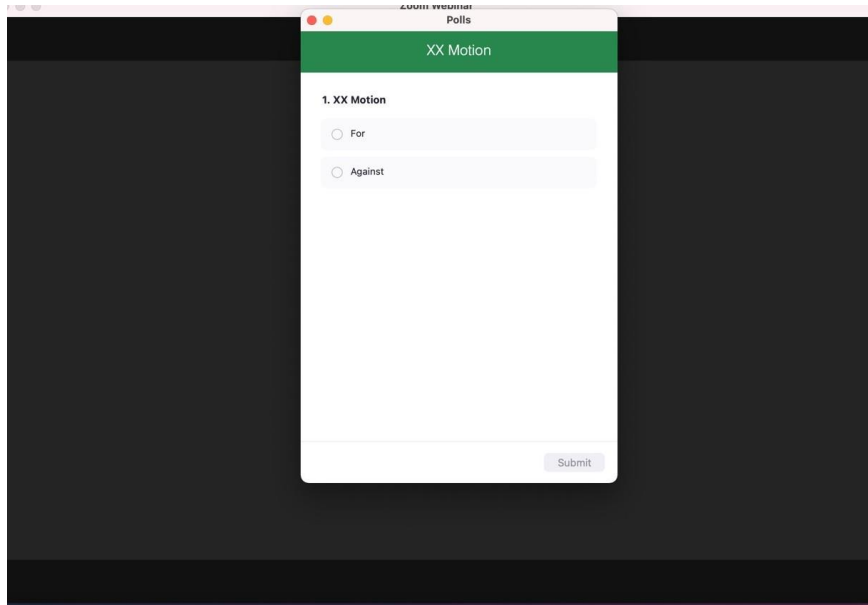


### 3.4 Allow time for others to contribute

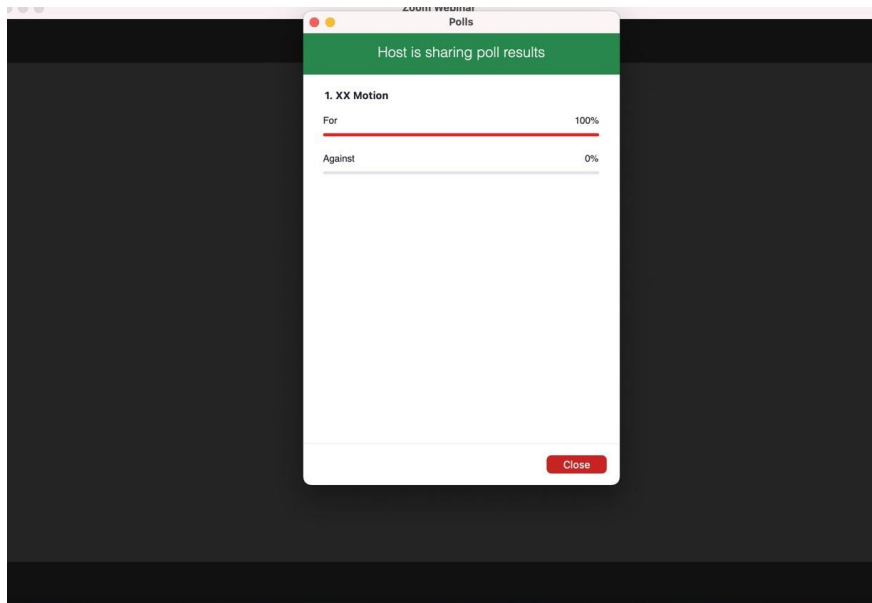
It's important that everyone who wants to contribute has an opportunity to do so. There will be a countdown clock which will allow everyone to make their point with enough time but not too much either. When the timer runs out the microphone will be muted so think about the question you want to ask before raising your hand to make most use of your time.

## 4 Voting at AGM

Voting on motions for the AGM will be carried out through the poll function on Zoom. A poll will pop up on screen as shown below. Before closing any poll we will give plenty of notice that we are going to do so.



When the poll is complete the chair will announce provisional results which will need to be verified by tellers before they become official.



## 5 FAQ's

- **What personal data will be used?**

In order to attend this AGM, participant's name, email address, phone number and account number are required. It is necessary for the Core Credit Union to share this data with Zoom to run this AGM successfully. We will not share this information with any other party.

- **Will this meeting be recorded?**

This AGM will be recorded for the purposes of the minutes. This recording will not be shared with anyone. It is important to note, that all attendees of the meeting will have their cameras off for the meeting unless they are requested and approved to be shown on screen.

- **Do I need to download the Zoom app to my device?**

No. But the app does give a better experience. You can download the Zoom app if you wish, but this is not a requirement. Zoom can operate through your internet browser. i.e. Google, Firefox, Safari etc. Just simply click on the link provided to you and carefully follow the onscreen instructions.

- **Can I log into the AGM several times, on multiple devices?**

No. The link you receive is unique to you and will only work on a one registered user basis. If the link was forwarded to another party, it will not work.

- **I don't have access to 3G/4G, or I have poor broadband. What should I do?**

You can join the webinar by audio, but functionality is limited. The numbers needed to dial into the webinar will be provided in the email issued to you in the days leading up to the meeting.



Core Credit Union Ltd is regulated by the Central Bank of Ireland, Registration Number 225CU

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Every attempt has been made to ensure the accuracy and reliability of the information provided. E&OE.

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