

Spice

The Official Newsletter of
The Insurance Employees Co-operative Credit Union Limited

NO.1 // MAY 2020



MAGAZINE



SPICE RACK

1

The General Manger's Message

2

Updated Information Request

3

Featured Product (Water Tank Loan)

4

Service Excellence with a Difference

5

2019 PEP Scholarship & Bursary Winners

7

Featured Product (Golden Harvest Savings Plan)

9

Highlights from the Volunteers Recognition Luncheon

10

Staff Feature

11

Time For Giving

The General Manager's Message



Managing our lives in this time of Covid 19

We are all forced to help our families to managing our resources during this world-wide pandemic. I submit that good advice can often be found in the proverbs we find amusing and sometimes forget. Here are a few along with my interpretation. Share them with the family.

"Hang yu hat whey u can reach it"

Avoid financial commitments that are likely to be unaffordable. Not only do you risk financial embarrassment, you risk a bad reputation and experience unhealthy stress.

"Tun yu han mek fashion"

Be creative, work hard and try to improve your situation with what you have. In the old days we would adjust our clothes to fit, mix and match and do innovative things with little. Many of us have lost these skills. Face masks can be made, not just bought.

"what sweet mout hurt belly"

Just like salt, sugar and alcohol, beware of fine things that affect us adversely later in life. Its interesting that the things we prefer are sometimes more expensive, less nutritious, riskier and not sustaining of life. Put another way, "less is more".

"When man belly full, him pocket bruk"

Looks can be deceiving, don't be easily impressed by others' appearances, impressions and offerings. People don't always talk about the losses or consequences of their risky lifestyles. Sometimes, hidden behind the apparent success is financial ruin. Be careful of fake news, especially now.

"every mickle mek a muckle"

Don't always despair with small gains as if consistent, they add up in the end. Small savings grow substantially over time. Maintain or Increase your Credit Unions savings by a small amount, forget about it and see what happens eventually. Members who practiced this habit are seeing the benefit during this Covid 19 era.

A handwritten signature in black ink, appearing to be 'L. J.', written over a dotted line.



YOUR CURRENT INFORMATION IS REQUIRED !!

Visit our website at www.ieccu.com and download The Account Information Form, complete and submit along with the required documents.

Required Documents

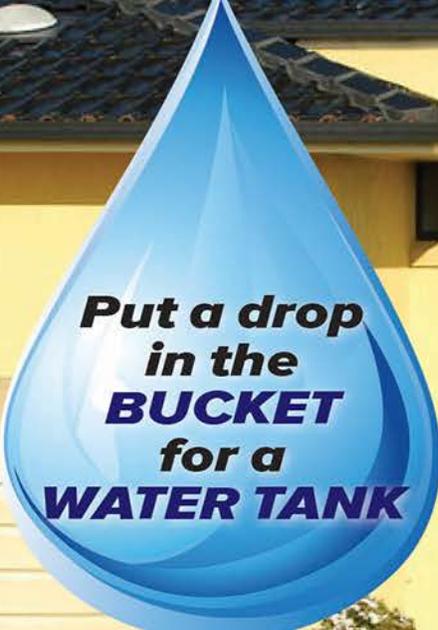
1. Valid Identification (Passport, Driver's License, Voters ID)
2. Proof of address (utility bills, post marked envelope with address, registered mail)
3. Proof of income (Job Letter from employer or Last three (3) last pay slips)
4. TRN
5. Self-employed members with registered business should submit the following additional documents
 - TRN for business
 - Submit proof of business address (utility bills).
 - Memorandum and Articles of Association
 - GCT Certificate

Should you require any assistance, kindly speak to an IECCU representative.

Kingston
27 Parkington Plaza, Kingston 10
Telephone: (876) 929-1706,
929-1466 and 906-5362-4
Fax: 968-6208

Montego Bay
Shop #22 Montego Bay Shopping Center
Howard Cooke Boulevard
Tel: (876) 979-6516
Fax: 971-7540





Put a drop
in the
BUCKET
for a
WATER TANK

WATER TANK PLUS LOAN

Use funds to purchase
Water Tank
and or **Accessories** for
Water Tank

17% p.a.
Up to **18** months
to repay.

- Members with membership over a year deposit only 10% of loan amount and access up to \$250,000
- Members with membership under a year deposit only 15% of loan amount and access up to \$200,000.

• Conditions apply
Terms and conditions may change without notice.

INSURANCE EMPLOYEES CO-OPERATIVE CREDIT UNION LIMITED

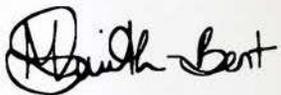
📍 **Kingston** - 27 Parkington Plaza, Kingston 10 | ☎ 876.906.5362-4, 920.7447
📍 **Montego Bay** - Shop 22, Sagikor Shopping Centre, Howard Cooke Blvd.
☎ 876.979.6516 | ✉ info@ieccu.com | 🌐 www.ieccu.com
📱 @InsuranceEmployeesCreditUnionJa | 🐦 @ieccu1977

Service Excellence with a Difference

As a fundamental element of the credit union movement, IECCU continues its focus on ensuring that all facets of its member engagements embody service excellence. Integral to this achievement has been the fostering and maintenance of meaningful relationships, which has been aimed at creating and sustaining the betterment of the lives of our members. We are more than simply another financial institution. Honoured with the ability to create a positive difference, there is immense value placed on preserving a union of trust with our membership, genuinely understanding their needs, and most importantly, to deliver on our promises.

Our heartfelt individualized approach towards our members is the most prominent aspect of the credit union's service delivery success. We are cognizant of the vital impact that our interactions provide to others and as such, we are motivated to establish facilities aimed at truly exceeding expectations. Through competitive savings plans and affordable loan options, opportunities are afforded to enact world-class service with purpose.

Contact our representatives today, to experience service excellence with a difference!



Marsha Smith-Bent
Member Services Supervisor



2019 PEP Scholarship and Bursary Winners

PEP Awardee

Shainee Davis,

A graduate of Kensington Primary, going to
St. Hughs High School

Award presented by

Ray Johnson, President



PEP Awardee

Jovanni McLaughlin,

A graduate of El Institute de Mandevilla, going to
Manchester High School

Award presented by

Mrs. Michelle Walters Nembard,

Operation Manager



2019 PEP Scholarship and Bursary Winners Cont'd

Bursary Awardee

Tayjanae Jones,

A former student of St. Aloysius Primary,
going to Wolmenrs' High School for Girls

Award presented by

Mark Bowen, General Manager

Bursary contributed by The Jamaica Co-op
Credit Union League (JCCUL)



*“The beautiful thing about learning is that no one can take it away from you.”
B.B. King*

FEATURED PRODUCT

The Golden Harvest Savings Plan

You want to save for your child's education and wedding, a new car and home, travel, or maybe a comfortable retirement. Well, whatever you've planned on achieving, you can—whether you're here or not. The Golden Harvest Savings Plan is for all life's goals. You or your loved ones will be able to receive your entire savings goals, in the event of your total and permanent disability or passing (natural or accidental), so your dreams can still become a reality.*

How Do You Enroll in The Golden Harvest Savings Plan?

You are eligible to enroll in the Golden Harvest Savings Plan once you are a member of a Credit Union, or any of our trusted Policyholders and are between the ages of 15 and 65. Once you've signed up, your long-term savings plan will begin with a decreasing term life insurance policy. Establish a savings goal and a time frame in which you would like to reach your goal. Contract with your Golden Harvest Savings Plan provider to make regular deposits of a set amount. Answer one simple medical question to determine your eligibility for coverage. (Your financial advisor will guide you on this.)

Benefits & Special Features:

The Golden Harvest Savings Plan is designed for your financial success and protection, and your monthly deposits guarantee the achievement of your savings goals. In the event you pass away or become totally and permanently disabled, your organization will pay the total savings on your Golden Harvest Savings Plan account, plus insurance benefits (which equals your savings goal) to you, the insured, or your beneficiary.

There is no minimum savings goal, and no minimum monthly deposit. The maximum savings goal insured is determined according to your needs and subject to the organization's contract limit.

Once you have reached your savings goal, you can cash in for a lump sum and start making your dreams a reality!



The Golden Harvest Savings Plan Cont'd

Insurance Available at No Direct Cost:

All premiums will be paid to CUNA Caribbean Insurance Jamaica Limited by your organization. If you discontinue the savings contract, all accumulated premiums paid by your organization on your behalf may be deducted from your Golden Harvest Savings Plan account.

When is Coverage Effective?

As soon as you sign the savings contract with the organization and pay your first deposit, the insurance coverage becomes effective.

Termination of Coverage

This insurance coverage will be terminated when:

You cease to be a member of the organization. You have not made a deposit for more than 60 days. You withdraw from this programme. Upon the date of maturity or when you have received the maturity value of the savings plan. You reach age 70. The organization or CUNA Caribbean Insurance Jamaica Limited terminates the group contract. Your benefit is paid.

Preexisting Conditions Clause:

This insurance will not pay death or total and permanent disability benefits due to an illness or injury for which you received medical advice, consultation or treatment within six (6) months prior to the effective date of the certificate. The per-existing condition limitation will not apply if your death or total and permanent disability begins six (6) months or more after the effective date of the certificate.

Exclusions:

This insurance will not pay benefits for death or total and permanent disability caused by the following:

If you engage in criminal activities. If you become totally and permanently disabled or pass away resulting from intentional and harmful actions by the beneficiary. Suicide within the first two years of insurance. Self-inflicted disabilities.

If you are not yet an owner of the Golden Harvest Savings Plan, then don't hesitate. Sign up today to secure your life goals. Please contact a representative from our Member Service Department should you have further inquiries.

*Conditions Apply.

Our Volunteers Matter

Highlights from the
Recognition Luncheon
Feb | 20th | 2020

Honourees:

Ms. Andrea Smith

Ms. Camelia Nelson

Mr. Christopher Givans

Ms. Uelma Nicholson

Mr. H. Jimmy Reid

Missing from Photograph

Mr. Winston Delahaye

Mrs. Bernita Locke

Ms. Cauline Haynes

Presenters:

Lesia Robinson

&

Barrington Lawrence



Staff Feature

Meet Alicia Hart – Senior Member Service Representative

1. Before working at IECCU, what was the most unusual or interesting job you have ever had?

ANS: Most persons are usually surprised when I mention this, but Summer of 2010, I ventured off to Sitka in Alaska and worked at a seafood processing plant. This was a standing 12-hour work shift, and I did this for about three months. I worked in the fish house section, which was a very fast-paced environment. I worked on both the gutting and panning line. Overall, it was a great experience, and it made me appreciate the hard work that goes into what is deemed as non- traditional jobs.

2. What do you like most about your job?

ANS: No two members are alike, so the interaction and customer engagement process are very much intriguing, as it allows me to tailor my mode of delivery to fit the uniqueness of each situation/member. Most importantly, it's the satisfaction of delivering exceptional customer service, especially when you have rectified someone's frustration of complications into a sigh of relief and appreciation.



3. What does a typical day look like for you?

ANS: My day has to begin with TEA, Yes, tea lol. It has such a calming effect! Usually, I like when all 'my ducks are in a row,' I write down the order of the day regarding non-interactive duties (postings, etc.).Then it would flow into assisting members with transactions (loans, withdrawal, queries, etc.); these are usually by walk-in or electronically submitted.

4. What would people never guess you do in your role

ANS: My role extends beyond that of a "Snr Member Service Representative" to lending an ear and providing sound and compassionate advice in other non-financial areas to both members and colleagues. You become the empathizer, advisor, counselor, etc. You wear many hats when you are exposed to diverse situations that you have to adjust accordingly or simply just multitask between the different roles.

5. What do you like to do in your spare time?

ANS: Leisure time is vital! Relaxation is a big thing for me, so any activities or anywhere that promotes this type of energy (beach, etc.). Also, I am a FOODIE, so trying new spots (restaurants) with friends (in or out of town) and reading.

6. Three words to best describe you:

ANS: Dependable, thoughtful and tenacious

7. What is your life, Motto, or personal mantra?

ANS: If you only act when you feel like it, you will never get what you want – Mel Robbins

TIME FOR GIVING:

IECCU FRONTLINE STAFF LEADING BY EXAMPLE



The Member Services team personally donated food and other essential items to individuals affected by COVID-19.