



1st First Regional

Vol. 1 No 2 July 2013

BUZZZZ

ROUND HILL BRANCH OPENS



First Regional's Round Hill Branch had its first day of business on Monday, July 1, 2013, with a small team consisting of Nothaya Edwards from the Ocho Rios Branch, Cornelea Hayden from St. Ann's Bay conducting training; while I.T. Technician Kirk Brown ensured that the computer systems were up and running. They were later joined by Chief Executive Officer, Patricia Smith, and Divisional Manager, Ardford Billings, who dived right in to inspire the team, provide guidance, and ensure that both staff and

members in the hospitality industry who came to conduct business at the branch, felt right at home!

TRAINING UNDERWAY!

Branch Manager, Nothaya Edward arrived at the Round Hill Branch shortly after 7:30 on the morning of Monday, July 1, 2013 with one mission in mind: to train staff in First Regional's loan processing and other critical matters. Cornelia Hayden who arrived at the same time focused on providing instructions on cashiering, while Kirk Brown oversaw the final aspects of the "fail over" exercise. Simply put: he ensured that all the systems and data dovetailed with that of First Regional's. By all accounts, this critical first day went smoothly. A number of members did business throughout the day, and one person came in for information..



Ocho Rios Branch Manager, Nothaya Edwards (left) explains aspects of First Regional's loan processing to Paulette Johnson, loans clerk, Round Hill branch



Deep concentration on the faces of Cornelea Hayden (left) and Jodia Mattison, member service rep. as they go through cashiering processes

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FIRST DAY AT ROUND HILL



An early member conducting business on July 1

A number of employees of the Round Hill Hotel were among the first to complete business as First Regional began its first day of operations at the Round Hill Branch. CEO Ms. Patricia Smith was on hand to welcome three ladies and two gentlemen who were particularly delighted at being part of this new chapter being written in First Regional's history.



CEO Patricia Smith greets Round Hill members



These three ladies could not contain their delight!



....AND THEY LABOURED

One key component of ensuring a successful first day at Round Hill on July 1, was the important matter of transferring data from the Round Hill system on to First Regional's Mercury system.

That vital task fell to a team who laboured over the week-end of June 29 to post

loans, shares and deposits to the First Regional system. When they could take a breather, they posed for this picture. (seen below.)

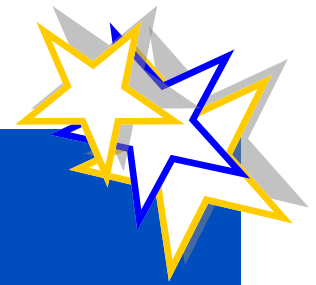
Our sincere thanks and appreciation to this entire team for their dedication and the spirit in which they approached this important task.



Members of the Team which ensured that all the critical information was transferred from the Round Hill system to that of First Regional's in time for the July 1 deadline. Their smiles indicate their justified sense of purpose and accomplishment!!

SEE MORE ROUND HILL FIRST DAY
PICTURES ON PAGES 6 AND 7

Dwayne Graham



The Human Resources Department launched the **Action Cam** initiative to identify and publicly recognize First Regional employees who have demonstrated judgment and performance beyond their specific job functions.

For this quarter, we recognize and salute **Dwayne Graham**, Senior Loans Officer for having exemplified this team spirit and demonstrating commitment and good judgment, based on the initiatives he took with

respect to Noranda, and the threat posed by a competitor.

The background to this is that one of our competitors was aggressively going after the credit union movement in general, and First Regional in particular, in an effort to woo away our members at Noranda and undermine our membership base at that location. .

Mr. Graham saw what was happening on the ground, and he took action. He advised management at various levels and remained persistent to ensure that measures were taken to ward off that threat.

First Regional responded by adjusting some key features of the Easi-Loan product, while Mr. Graham called upon the deep and expansive relationship he had built with the Noranda employees over the years to minimize the fall-out. He was supported in this effort by other First Regional employees who were assigned to bolster the initiatives and to reinforce First Regional's commitment to our relationship with our members, and our promise to give "Interest on your money, **and** interest in You."

So for this quarter, First Regional Co-operative Credit Union Ltd. salutes Dwayne Graham, for his tenacity, resolve and purpose in ensuring that steps were taken to retain our members at Noranda, and for effectively delivering yeoman service in this respect.

Mr. Graham has set the bar very high. As we congratulate him, we continue to be on the lookout for other employees who will distinguish themselves, by going above and beyond!

WATER TANK FOR BAMBOO RESIDENTS

At least ten families in the Bamboo area of St. Ann are now receiving vital water supplies, as a result of the donation of ten water tanks by the Soroptimist Club of Northern Jamaica.

The Club had conducted a survey in the Bamboo area which found that a number

of households headed by women lacked access to water; and approached **First Regional Co-operative Credit Union** which underwrote the cost of the tanks.

At a brief handing over ceremony, First Regional's CEO Patricia Smith said the Credit Union was more than happy to partner with the Soroptimist Club to donate the water tanks

in order to help address the water challenges faced by the Bamboo residents. Ms. Smith told the gathering that throughout history, women and girls



First Regional's Marketing Manager, Miss Kerry-Ann Gordon (left) presents a symbolic cheque to Soroptimist, Barbara Byron-Black, representing the cost of underwriting the acquisition of the ten water tanks

have faced poverty and discrimination solely on the basis of their gender. She noted that part of the Soroptimist Club's mission is to empower women by giving

them the resources they need to improve their lives. Four families received 200-gallon tanks, while six families received 400-gallon tanks.

Club member, Mrs. Donna McKoy, shared with the

residents some of the benefits of access to potable water. She urged them to care for the water tanks so that they will serve them well.

First Regional's CEO Patricia Smith said the Credit Union was "more than happy to partner with the Soroptimist Club to donate the water tanks in order to help address the water challenges faced by the Bamboo residents."

FIRST DAY AT ROUND HILL....cont'd



Kirk Brown is a picture of deep concentration as he figures this one out !

CEO, Ms. Patricia Smith (left) shares a word with Loans Officer Paulette Johnson of the Round Hill branch



Mr. Billings gets involved

First Day at Round Hill...more pics

Ocho Rios Branch Nothaya Edwards (rt) and Loans Clerk Paulette Johnson are focused!



YES - PAPER MATTERS TOO!



L-R: Kirk Brown, Ardford Billings, Michelle Scott-Tenfah -Round Hill Team Leader unwrap cheque leaves

Nothaya Edwards (left) explains aspects of First Regional's loan processing to Paulette Johnson and Michelle Scott-Tenfah (standing)

