

# Welcome

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Planning for the New Normal, 22 September 2020

# Housekeeping (see Guidance notes for details)

- You can close the meeting and re-open it using the link
- You will be muted during the conference unless chosen to ask a question
- You will be visible on-screen unless you Stop Video yourself
- The meeting is being recorded
- Please ask questions or make observations using the chat, to Everyone
- There are Help details on the Guidance notes

# Welcome to our speakers

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- Anne King
- Brian Corr
- Declan Mooney
- John Gregoire
- Marlene Shiels
- Matthew Vernon
- Paul Norgrove
- Ruth Dorman
- Seamus Newcombe
- Sean Staunton

And thank you to our corporate members



# CFCFE update

## Imminent publications

- *Virtual AGMs Part II: Implementation*  
Nick Money, CFCFE
- *Marketing to Millennials*  
MBA Team, Alliance Manchester Business School
- *Selecting a core IT system*  
Todd Proulx, f64 Business Services

## And the next conference ...

- March 2021 TBC

## Ongoing projects

- *Reporting 'the credit union difference'*
- *SME lending for credit unions*
- *The experience of credit union international links*
- *Current practice in declines management*
- *Board and director evaluation tools*

# Theme for today: Planning for the New Normal

Credit unions have coped admirably with the immediate challenges of the pandemic.

We now need to look up and plan ahead.

- What are the key trends of the next 12-36 months?
- What are the risks and opportunities?
- How do we plan for uncertainty?