

Northern Birch 2020 Virtual AGM - FAQs

General Questions

When and where is the NBCU 2020 AGM?

The 2020 fiscal year AGM will be held virtually through a Zoom video webinar platform on March 10th, 2021. This is to meet public health requirements and restrictions on gatherings due to COVID-19.

What do I have to do to attend? Do I need to do anything else as 'pre-work'?

You will need a Zoom account in order to be able to pre-register for the Zoom meeting. It won't take long to create your Zoom account and it is free to do. The AGM pre-registration is required because NBCU staff will need to authenticate each person who will attend since the AGM is a private meeting and is closed to the public. Once your pre-registration is confirmed, you will receive the Zoom meeting login credentials.

When do I need to pre-register by?

Please submit your pre-registration by March 8th at 3:00 pm to allow NBCU staff time to review your information and confirm your registration.

Will I receive a registration confirmation?

You will receive a confirmation once you've registered, but it will not be immediate. After we review and authenticate your information, you will then receive a confirmation email within one business day.

I don't have a laptop, can I still take part?

You can take part in the AGM on a laptop, tablet or smartphone.

Where can I find info about how to take part in the AGM?

Information about the virtual AGM process and how to resources will be available on our website. (<http://www.northernbirchcu.com/annual-general-meeting>)

Can I review the financial statements, and/or Audit Committee and Auditor Reports?

Yes, you can see a copy of them. Please email info@northernbirchcu.com if you would like to see them. To protect our member and staff health, we ask you to refrain from coming into the branch except for essential banking that cannot be done over the phone, online or on the banking app. If you must come in for essential banking, we will also have a copy of the printed financial statements available in the branch.

Where can I find my NBCU member number?

This can be found on your Northern Birch cheques or through online banking. If you are unsure of your member number, please contact us in branch and we can give you this information over the phone.

Attending the Meeting

Do I have to attend the meeting with my video camera on?

No. The AGM will be run as a web conference and the video camera feature will only be available for panelists since we anticipate a large number of members attending.

If I need technical support on March 10th, how can I contact NBCU?

Call the Estonian House branch (416.465.4659) for over the phone assistance in joining the meeting or resolving technical difficulties during the meeting. Alternatively, you can send an email to info@northernbirchcu.com for assistance via email.

How do I attend the meeting on March 10th?

To enter the meeting on March 10th, you can follow the link from your Zoom meeting registration confirmation email that was sent by Northern Birch Credit Union. Voting will require an additional login procedure during the meeting using a voting software program called ElectionRunner. Links and instructions will be provided for this during the meeting.

My family members are also NBCU members. Can we all attend the virtual meeting together?

If there are multiple members in your household, you will each need to register and attend the virtual AGM on separate devices in order for each of you to be able to vote.

Can I ask questions during the AGM?

Yes, during the meeting, questions can be submitted via the chat feature in Zoom. A board member will monitor the questions to make sure that a broad range of questions are answered and that a broad range of members get to ask questions, so that we have the most members possible take part in the question and answer period.

What happens if I login late on March 10th? Can I still take part?

Yes, you can. However, in order to ensure you can participate in the voting process, please plan to enter the meeting on time.

Can I attend the AGM over the phone?

We can only allow members to join via the Zoom webinar because the meeting is private and closed to the public. We need to authenticate all meeting participants and all participants must have the ability to vote. There is no practical way to authenticate participants over the phone to allow for confidential and secure voting.

How will voting work?

When it is time to vote during the AGM, we will explain how the process will work. You will receive an email with voting information when it is time to vote. Please plan to have your email readily available during the meeting so that you can access your voting link easily.

How do I get out of full-screen mode while in the Zoom meeting so I can go to my email?

To leave full screen mode in Zoom, **press the Esc key** on your keyboard.

Business / Organization / Association Accounts**I have a business account / I am the chair of an organization, how do I vote for this membership?**

A member which is a business or association can only cast its vote as a member through a written proxy, signed by a signatory on the account (the president or other head officer or by the vice-president, secretary or treasurer of the organization) that appoints a person to vote on its behalf. Any person so appointed does not need to be a member of the credit union. Please send the signed and completed proxy form to info@northernbirchcu.com so it can be registered. Proxies for business and organization accounts must be received by March 8th at 3:00 pm, 2021. Proxy forms are available on the website.