

# FAQs

## for members attending 2021 AGM

### Who can attend the 2021 AGM?

Only members who have registered can attend.

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### How can I register?

Members can register by logging into onto our website, [www.savvi.ie](http://www.savvi.ie). You will need the following information to register:

- your full name
- your member number
- your e-mail address
- your contact number

Note: Under GDPR you will be asked if you consent to Savvi Credit Union (Savvi) using your personal data.

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### When can I register?

Registration is open now and will close at 5.00pm on **Tuesday 25th January**

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### What if I do not have an email address?

Unfortunately, you do require an email address to register for the AGM. There are many free email accounts you can set up. GMAIL is the world most popular emailing platform, but many people still opt to use alternative services such as Hotmail or Yahoo.

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### How to set up a free account with GMAIL

Google Gmail's basic email package is free for users to sign up to. To create a free Gmail account go to the official Gmail website.

You will need to click on 'create account' and fill in the form that will appear, entering a password and a few details.

Review Google's Terms of Service and then click Next. You can then set some recovery questions.

Once that is done, you will have created your free Google email account. You can sign in, start adding contacts and begin emailing for free.

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### What personal data will be used?

Your name, member number, e-mail address and contact number are required to register. It is necessary for Savvi Credit Union to share your name and e-mail address with Zoom/AVC Ltd. in order to run the virtual AGM. Savvi Credit Union will not share this data with any other party.

Please note that all members will join the AGM with their cameras off. Only, if requested and approved will they be allowed to turn on their camera.

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### Once I have registered will I receive the link to attend the AGM immediately?

No, your details will be cross checked against our records first. Once your registration is approved, your name and e-mail address will be sent to AVC Ltd. and you will be sent an e-mail with the link to join the AGM. It is important to keep this e-mail safe as you will need the link to join the AGM.

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# FAQs

(cont.)



## Can I register from my phone?

Yes, you can register from any smart device by clicking on the registration Link.

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## Do I need to download software to attend the AGM?

No. You can download the Zoom app if you wish but this is not a requirement.

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## How do I join the AGM?

Once your registration has been approved, you will receive an e-mail with a link to join the AGM by **Thursday 27th January**. Simply click on the link, it may take a couple of minutes to gain access.

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## Can I log in several times using multiple devices?

No.

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## Can I use my phone to join the AGM?

Yes, you can use any smart device to view and participate in the AGM once you have the link. On your smart device you will only be allowed to mute/un-mute yourself and raise and lower your hand. Please note that you will not be able to participate in the voting during the AGM, if you are using a phone.

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## How do I vote?

Voting will be done by electronic polling.

A poll will appear on your screen, click on your answer and press submit. You will be given sufficient time to cast your vote (the length of time allowed will be advised on the day). The poll will close after that time and the result will be shared to all delegates in due course.

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## I wish to speak at the AGM. How do I do this?

There is a "show your hand" function on the Zoom platform. You can use this to indicate that you wish to speak. Please also indicate if you wish us to connect you to the webcam while you speak.

You will be able to speak at the appropriate time in line with the normal requirements regarding allotment of time for speakers at AGM. We will temporarily unmute you while you speak. Once you have finished speaking, you will be muted again and will be unable to unmute yourself.

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## I have additional questions about the AGM. Who should I contact?

Please email your questions to [marketing@savvi.ie](mailto:marketing@savvi.ie) or you can call 01 6325100.