

East of England Branch of the Chartered Institute of Credit Management

Minutes of the Virtual AGM held on 17th January 2024

There were two presentations prior to the start of the AGM.

An Insolvency Update by Annabel Gray, Director at RSM UK Credit Solutions

Annabel provided a detailed overview of the current insolvency landscape across the UK, during which she covered:-

- Personal insolvency including the situation on bankruptcies, creditor petitions, Debt Relief Orders, and the Debt Respite Scheme (known as Breathing Space).
- Corporate insolvency over the last 5 years, CVAs, administrations, CVLs, compulsory liquidations, disqualifications, and company failures versus new start ups.

The update prompted a lively debate and several questions which Annabel dealt with fully and in depth. Atul Vadher, Branch Chairman, thanked Annabel for a very informative presentation.

The New CICM website by Robert Norman, CICM Head of Project Delivery (Digital Transformation)

Robert gave an update on the background to, and current state of, the new CICM website and its benefits to members. He outlined the reasons for the change:-

- competitive advantage
- replacing the legacy system with a modern solution
- becoming future ready for business advances
- better performance and reliability
- happier users
- unlocking big data opportunities.

He detailed the benefits e.g. member personalisation, integrated social media, better event management, news and blogs, analytics, as well as the new Learning Area - Brightspace.

Robert answered many questions and was pleased to hear positive feedback from the meeting about the new website's look, feel and content. He said that the migration was about 90% complete, and he undertook to advise the Branch of the exact position of the progress of migrating Branch information from the old website to the new.

Atul Vadher thanked Robert for a very useful and informative presentation.

BRANCH AGM

Present at the AGM were Branch members Atul Vadher, Richard Brown, Katherine Bailey, Naimesh Khetia, Andy Moylan, Steve Walsh, Daniel Gregory and Carol Baker.

1. Apologies for Absence

Branch committee members Sean Frisby and Lorna Westgarth – Pearce.

2. Minutes of Previous AGM

The minutes of the East of England Branch AGM held on 18th January 2023 had been sent to all who had attended it, and they had been posted on the CICM website.

Acting Secretary Richard Brown invited any questions about the previous minutes but none were forthcoming. Neither had any been sent to HQ in advance of the meeting.

Acceptance of the minutes was proposed by Katherine Bailey, seconded by Andy Moylan and unanimously agreed by the meeting as a true and accurate record.

The Acting Secretary confirmed that all of the action points arising had been completed.

3. Chairman's Report

Atul Vadher welcomed everyone, thanking them for joining the first Branch event of 2024 and the AGM.

He said that his report would cover the Committee in 2023, the events held in 2023 and future events planned for 2024.

The Branch committee had decided to hold a virtual AGM for the first time in order to allow for members to join the event, who may otherwise not be able join, either because of the large widespread geographical span of the Branch, or because of work commitments.

3a) The Committee in 2023

During 2023 three committee members decided to step down.

Atul thanked Will Plom, Liam Hastings and Mark Maynard for supporting the Branch in giving back to the industry, a value which we all shared.

Daniel Gregory had joined the committee during 2023, and Sean Frisby had been elected at the last AGM in January 2023. Both of them had brought new ideas and experiences.

In October 2023 a potential new credit manager (and possible future Branch committee member), Oliver Hunter Pearce had weighed in 8lb and 14oz, and the committee had sent congratulations to Lorna and Jason Westgarth-Pearce.

3. Chairman's Report (continued)

3b) The events held in 2023

3b1) There had been eleven virtual branch meetings, with standout themes and memories which included:-

- a) Your best Christmas present.
- b) Support for Turkey and Syria after the earthquake.
- c) Toasting "International Women's Day" with our favourite drinks
- d) Favourite Artist and Song
- e) Best One Liners.
- f) Cheese and Wine
- g) Harvest Festival Headgear

3b2) As well as the AGM/Event we have held three further virtual events and one face to face: -

- h) *"Trade Credit Insurance protection - a Friend of Foe?"* in February 2023 with an insightful and informative presentation by Andy Moylan CEO of EFCIS Ltd. 38 of the 73 registered delegates attended the event.
- i) *"Credit Recruitment and Salary Trends"*, presented by Will Plom, Senior Manager of CICM's Premier Partner Hays, with 36 attendees.
- j) *"Navigating the Legal Landscape – Essential Training for Credit and Risk Teams"*, presented by Monica Kapur, a partner in the Restructuring and Insolvency team of Harrison Clark Rickerbys Solicitors. For this event we had 117 registered with 59 attendees.
- k) *"Establishing the New Norm of Credit Management"* Conference. This first face to face event after Covid was held at Hays' office in Cheapside in London. It had been held in central London at the request of our Branch members and with the full agreement, as always, of our colleagues at CICM London Branch.

Of the 51 who registered, 47 attended, from 6 CICM branches (East of England, London, Surrey & Sussex, Kent, Thames Valley and North West)

- i) Ope Farinloye of Allianz Trade discussed Risk Assessment post the pandemic.
- ii) There had been a workshop, with full audience participation, to review the financial accounts of 2 companies and decide which of the two had survived.
- iii) Paula Swain of Shoosmiths, updated us on Collections, Litigation and Enforcement
- iv) Ozlem Ozuner of Allianz Trade gave an insight into E-Commerce, Digitisation and AI in Credit Management.

3b3) A further planned event *"Top Tips for and Engaging Credit Policy"* by Chris Sanders of the Order to Cash Laboratory Ltd, had not been able to go ahead.

3.Chairman's Report (continued)

3c) What we can expect in 2024

We have already held our first Branch committee meeting of 2024 on 10th January and we aimed to continue our monthly “*Themed Branch meetings*”, focused on planning, wellbeing and events.

We intend to continue to deliver free of charge physical and virtual events for our Branch members, members of all CICM Branches, and prospective new members.

We plan to increase and deliver useful information on our Branch LinkedIn group and to invite other to partake. The group already has 1,193 members. 235 articles had been posted in 2023, with 7,069 views.

Our first two virtual events in 2024 under heading of “Lunch and Learn” have already been planned, are in the CICM diary and are open for registration.

The first will be “*Demystifying the Impact of AI on Credit and Collections*” on 28th Feb 2024.by Jamie Wroe, Chief Technical Officer of Invevo and hosted by Branch committee member Daniel Gregory.

The second will be “*B2B E-Commerce - The Gold Rush*” on 20th March 2024, by Branch committee member Andy Moylan, CEO of EFCIS Ltd.

Chairman Atul Vadher wanted to take the opportunity to thank the Committee members for all their drive and devotion in making these events happen. This included:-

- Subject matter for our members' benefit.
- Their time in giving back to the industry.
- Their passion for all things Credit.
- Their creative ideas and concepts.
- Their support of him and each other in challenging times
- Focussing on the Fun Factor.

4. Branch Committee Size

It was agreed by the AGM that to run the Branch a minimum of five Committee members were required but between ten and twelve members was a good number to operate successfully. However the Branch committee may decide that should more members wish to join and exceed this number then we might review this number.

5. Election of Branch Committee Members

Chairman Atul Vadher confirmed that three of the elected 2023 Branch Committee members were not standing for re-election:-

William Plom Secretary

Mark Maynard Secretary and Finance Officer, and a previous Treasurer

Liam Hastings Deputy HQ & Social Media Liaison Officer and Event speaker

He reminded the AGM that since the last AGM Daniel Gregory had joined the Branch committee.

In accordance with the usual Branch practice, although not required under either the CICM rules or the Branch Guidelines, all nine of the remaining Branch committee members were prepared to stand down. All of them were prepared to seek election to the Branch Committee for 2024:

Katherine Bailey	Richard Brown
Sean Frisby	Daniel Gregory
Naimesh Khetiah	Andy Moylan
Steve Walsh	Atul Vadher
Lorna Westgarth-Pearce	

Lee Tyers, Global Order to Cash Director of Baker Ing, based in Brentwood in Essex, had been proposed as a new Branch committee member by Atul Vadher and seconded by Richard Brown.

The meeting unanimously elected Katherine Bailey, Richard Brown, Sean Frisby, Daniel Gregory, Naimesh Khetia, Andy Moylan, Lee Tyers, Steve Walsh, Atul Vadher and Lorna Westgarth-Pearce to form the 2024 Branch Committee.

6. Election of Branch Officers

The meeting unanimously elected the newly elected committee members to the following roles:

Atul Vadher	Chairman
Richard Brown	Vice Chairman and Secretary
Katherine Bailey	Education & Learner Liaison Officer
Naimesh Khetia	HQ & Event Liaison Officer
Lorna Westgarth-Pearce	Social Media & LinkedIn Officer
Daniel Gregory	Publicity and Website Officer
Sean Frisby	Finance Officer & Deputy HQ Liaison Officer
Andy Moylan	Events Organiser & Presenter
Steve Walsh	Events Organiser & Presenter
Lee Tyers	Committee member

Action Point 1: Secretary (Richard Brown) to inform CICM HQ of the new Branch committee and ask them to update the website accordingly.

7. Any Other Business

There was none and CICM HQ had reported that no questions had been sent to them in advance of the meeting.

8. Report of the AGM

Action Point 2: Branch Secretary Richard Brown to produce a report of the event and Naimesh Khetia to arrange for it to be posted in Credit Management magazine, and on the Branch page of the CICM website, and on the Branch LinkedIn page.

9. Close of Meeting

The Chairman, Atul Vadher, thanked everyone for attending, and for their enthusiastic and constructive input to a very satisfying meeting, and he reiterated his heartfelt thanks to the Branch committee for their support.

Action Point 3: Branch Secretary Richard Brown to send a copy of these minutes to CICM HQ asking them to post them on the branch page of the CICM website,

Action Point 4: Branch Secretary Richard Brown to email a copy of these minutes to those present at the meeting, Sean Frisby, Lorna Westgarth – Pearce, Will Plom, Liam Hastings and Mark Maynard.

There being no further business, the meeting was closed by the Chairman, Atul Vadher.

Minutes submitted by:	Richard Brown (Secretary)	22 nd January 2024
Approved by:	Atul Vadher (Chairman)	22 nd January 2024