

# Mission

# Vision

To develop and deliver reliable, feature-laden software, quality customer service and the highest quality solutions to our customers, resulting in end user satisfaction, thereby positioning the company as a leading, total solutions provider.

To be the industry leader in software development within the Caribbean, Central & Latin America region, providing the highest standards in quality, customer service, and software solutions for the financial services sector, and all other related industries.

## Emortelle & FATCA

On March 20, 2017, the Tax Information Exchange Agreements (United States of America) Act 2017 was assented to by the Government of the Republic of Trinidad and Tobago. This Inter-Governmental Agreement is a response to the enactment by the United States of America of an Act commonly known as the **Foreign Account Tax Compliance Act (FATCA)**.

The Foreign Account Tax Compliant Act (FATCA) aims to prevent tax evasion by making it compulsory for foreign financial institutions (FFI) and certain other non-financial foreign entities (NFFE) to report on the foreign assets held by their U.S. account holders. With this Agreement, all members of the investment community are obliged to report to the U.S. Internal Revenue Service (IRS) which of their account holders are ‘U.S. Persons’ in order to comply with the enacted Act. The penalty for non-adherence is a 30 percent (30%) withholding tax on certain US source income payable.

Emortelle can assist with compliance by the updating of on-boarding processes, systems and procedures to obtain comprehensive information about customers and determining whether they are ‘U.S. Persons’. In addition, Emortelle can help report on ‘U.S. persons’ whose aggregate account balances are above US \$50,000.00. For further information on Emortelle & FATCA, contact your MSD Support Representative today!



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## Customer Corner- Guaymay CU

In December 2016, the Guaymay Energy Alliance Credit Union (GEACU) held a gala event to celebrate its 40<sup>th</sup> Anniversary of operations in Trinidad & Tobago, which was attended by MSD’s General Manager, Mr. Collinsworth Howard, who addressed the audience. GEACU is the **first** customer to be installed with MSD’s software, CUMIS, now known as Emortelle. Following is an excerpt from Mr. Howard’s presentation.

*“Guaymay Energy Alliance Credit Union formally Amoco Employees Credit Union had its genesis back in 1975 on a Saturday morning in the month of June at Amoco Trinidad Oil Company’s (ATOC) head office located at Queen and Charlotte Street Port of Spain. Nine [9] years later, in August 1984 Micro Software Designs Ltd [MSD] was incorporated by Mr. Terence Hunte and Mrs. Brenda Hunte, the visionaries of MSD. Mr. Hunte then*

*an employee at AMOCO was approached by the then Treasurer, Mr. Ashton Wharwood to write a computer application to computerize the financial operations of the Credit Union.*

*The Credit Union Management Information System [CUMIS] was born, giving MSD its first product from which to do business. Thirty two [32] years later from that strategic decision to accept AMOCO’s offer, **CUMIS has evolved from a single user, to a multiuser application, MSD from one [1] client to one hundred twenty five [125] plus, from one [1] employee to twenty eight 28 plus, and now on this day, standing tall as one of the premier software development company in the Caribbean region.***

*We at MSD want to extend a heartfelt thank you to the then and present Board of Directors, management, and staff of the AMOCO now GEACU Credit Union for the support, then, now, and into the future. To express our gratitude, on behalf of the management and staff at MSD, I will like to present your organization with this token of our appreciation, and congratulate your esteem organization on achieving a significant forty [40] years milestone of “Saving Together To Help Each Other”.*



# Customer Corner- Ariza Credit Union

The Grenada Public Service Co-operative Credit Union Ltd. (GPSCCU) conducted a re-branding exercise in December 2016. GPSCCU's Brand Gala event was attended by Micro Software Designs Limited's General Manager Mr. Collinsworth Howard.

This rebranding was triggered by the Credit Union's desire to:

- capitalize on new opportunities to propel growth through new markets;
- meet the needs of a new clientele and to appeal to a wider audience;
- improve the level of service to existing members; and
- remain relevant to its members as they become more financially savvy, more attuned to technology and are exposed to higher levels of service delivery from other regional and international financial service providers.

Under this rebranding, the GPSCCU registered a new trade name, **Ariza**. Ariza is more than just a new brand name; it is a symbol of:

- passion for progress
- passion for the wellbeing of members
- passion for high standards of service
- vision for change.

Ariza is also a symbol of the evolution of 'credit unionism' in Grenada:

- the evolution to higher standards
- reaching for higher levels of member satisfaction
- reaching for financial freedom.

The Ariza brand is a metaphor for upward movement, rising and ascension to financial freedom and towards future success. The name represents nurturing, care and support and emphasizes the importance of members being at the heart of everything that makes up Ariza. Ariza's colours are turquoise and orange. Turquoise is a symbol of wisdom and protection. Deep orange is radiant, energetic and symbolizes rejuvenation, optimism and vibrancy.

Members of Ariza Credit Union have, and continue to express their amazement at the transformation undergone in the creation of the new brand. The Credit Union recognizes however, that this is a team work in progress, since it is in the pursuit of continuous improvement for the advancement of its membership.



**Ariza Credit Union's new office**



**Mr. C. Howard, MSD's General Manager & Mrs. L. Andall, Ariza's General Manager**

## Tech Talk- Ransomware

*What is Ransomware?* - Ransomware is a form of malware that maliciously hijacks the user's data using encryption to make that data inaccessible. Usually, the malware would then attempt to offer to return the user's data by requesting a substantial amount of money in exchange. Unfortunately, there is no guarantee that the hacker will deliver the user's data even after the money is paid.



*How can a Ransomware attack be prevented?* - To prevent a ransomware attack, the same guidelines to protect you from malware should be followed. The most important practices would be:

1. Only click on email links **after** verifying the sender. This means that if your friend sends you a suspicious email, it is best that you contact them to find out if the email or link is legitimate. The same goes for emails from online services. A popular example is receiving an email asking the user to reset a password or change a setting. In that case, is it best that the users visit the website themselves to make any changes.
2. Only download software from reputable websites. Be wary of many of the "free" softwares available.

But most importantly is the need to have a proper backup strategy in place with one of the best strategies being the 3-2-1 Backup Strategy. The basic explanation of this strategy is to always have **3** copies of any important data, **2** of which should be stored on different storage media and with **1** copy stored offsite.

Fortunately, MSD offers an offsite backup service for our customers' Emortelle data; you may contact the Administrative Department to request information on this service.

## Staff Corner—New Employees and Promotions



On November 1<sup>st</sup> 2016, MSD welcomed to its family two new staff members; Nicole Madoo and Kiran Singh.

**Nicole Madoo**, working in the IT field for the past 17 years and no stranger to Emortelle was able to fit right into the fast paced environment here at MSD as a Technical Support Representative. Nicole graduated from SBSCS in 2003 with an Associate Degree in Information Systems and plans to further her studies in this area in the near future. She appreciates the ‘buddy’ system here at MSD, thus making it a comfortable work environment.

**Kiran Singh** joined the team as a Technical Support Representative also coming from a strong background in IT. While Kiran is enjoying his new job, he admits ‘it’s different from the norm’ because of the ever changing functionality within the software, but adopts easily and loves the challenges as it adds to his personal and professional growth. He graduated with a BSc in Information Technology and holds a certificate in Engineering from CTS College since 2010. Kiran is presently pursuing his professional development as well as an MSc in Information Technology.

At the start of this new year, there was a number of staff members who received promotions.

**Timothy Crandon** – has been promoted from Programmer Analyst II to the post of Programmer Analyst III, effective January 1<sup>st</sup> 2017. Whilst Timothy has been with MSD for the past 10 years, and has accomplished much, he remains focused in his job as well as an individual. He is presently ‘looking into stuff’ like Data Mining and implementing his Master’s dissertation.

**Mikhail Ferdinand** – has been promoted from Technical Support Representative III to the post of Business Analyst effective November 1<sup>st</sup>, 2016. Mikhail has been a devoted employee since he arrived at MSD in 2013 as a Quality Assurance Officer II; his work continues to speak for itself.

**Nicholas Dookie** – has been promoted from Quality Assurance Officer II to the post of Web Developer/Designer, effective March 1<sup>st</sup> 2017. Nicholas’s passion for programming and web designing, in addition to his BSc in Computer Engineering, will surely compliment his responsibilities in this new post, making his job a lot easier. He is now responsible for building and maintaining the company’s website as well as maintaining the GIA Add-on within Emortelle.



## know YOUR numbers

Numbers in our life are very significant. Some say our age, anniversary, time, card numbers, expiration dates, security codes, bank balance, the speed on the speedometer or daily count of the number of hair we have left on our head are most important. But what about our blood pressure, cholesterol and blood sugar levels?

Our blood pressure is a vital part of how our heart and circulation work. According to the “Heart Foundation” a blood pressure reading under 120/80mmHg is considered optimal and, if it’s persistently high, needs to be controlled.

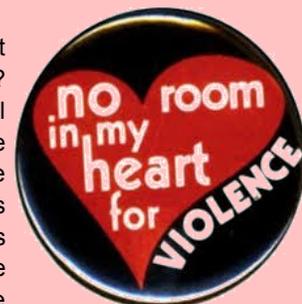
According on Healthline (2017), Dr. Eugenia Gianos indicated that the key to normal cholesterol levels is a daily activity.

Diabetes.co.uk indicated that it is important to control our blood glucose levels, for too high levels will expose us to the risk of diabetes complications such as kidney disease, heart disease and stroke.

MSD’s Staff Fitness Club has created the environment for us to manage these significant numbers. We have the availability of some of the necessary diagnostic equipment, exercise equipment, nearby hills, and the necessary group encouragement. Some of us have consistently been utilizing all the facilities while we encourage others to get on board. Thank you MSD!

## Inspirational Corner- Non-violence begins with me

As we examine our lives, quieting our minds, we reflect on how we can imitate God’s love for humanity. While we may not pull a trigger, rub a grocery store or curse, we too maybe guilty of violence. Do we answer simple questions sarcastically? Are we rude and impatient with others? When offended, do we seek or thrive on opportunities to get even (even if well deserving)? Violence is not only the physical, but anything that doesn’t build up, doesn’t edify or add to but instead the opposite. We need to find a creative way to bring about peace, one that isn’t physical or passive and that is the non-violence beginning in you. We need a big enough model.....something mighty and powerful. Why not look at Jesus Christ, the prince of PEACE!! Observe his ability to dispel what could have been violent situations like the adulteress woman caught in the act (John 8:3-11), His confrontation with Pontius Pilate (John 18:36), the lady with the blood issue (Luke 8:43-48) or even, His betrayal by Judas in the garden, we can imagine that Jesus felt hurt, disappointed and maybe even angry but it’s amazing how He used that violent situation as an opportunity to heal the ear of one of the soldiers. He is the prince of, the peace that isn’t of this world. It comes from the kingdom above only when one’s will is aligned with God’s will for us. I recommend we align ourselves with God’s will today and receive that peace that He soo eagerly wants to give us to continue in our walk to a non-violent me.





# 2017 Training Calendar Apr- Sept

DATE	TIME	MODULE / AREA	Module Cost (VAT incl.)
Thurs 6 <sup>th</sup> April	9:00 - 4:00	Ins and Outs of Emortelle for System Admins	\$1,300.00TT / \$198.00US
Wed 10 <sup>th</sup> May	9:00 - 3:00	Credit Committee	\$1,450.00TT / \$221.00US
Thurs 11 <sup>th</sup> May	9:00 - 3:00	Supervisory Committee	\$1,450.00TT / \$221.00US
Fri 12 <sup>th</sup> May	9:00 - 3:00	Strategic Insight: Board Of Directors	\$1800.00TT / 4297.00US
Tues 13 <sup>th</sup> June	9:00-4:00	Branch Accounting	\$1,300.00TT / \$198.00US
Wed 14 <sup>th</sup> June	9:00- 4:00	Loan Interest Accrual	\$900.00TT / \$137.00US
Mon 3 <sup>RD</sup> & Tue 4 <sup>th</sup> July	9:00- 4:00	Cash Flow (2 Day Session)	\$1840.50TT / \$297.00US
To be Announced	-	PEARLS (2 Day Session)	-
Mon 04th Sept	9:00 - 2:00	Member Services	\$900.00TT / \$137.00US
Tues 05th Sept	9:00 - 3:00	Transaction Codes Management	\$1,050.00TT / \$160.00US
Wed 6th Sept	9:00 - 3:00	Transaction Processing	\$1,050.00TT / \$160.00US
Thurs 7th Sept	9:00 - 3:00	Members Payroll Management	\$1,050.00TT / \$160.00 US
Fri 8th Sept	9:00 - 2:00	Members Fixed Deposit Management	\$900.00TT / \$137.00US
Mon 11th & Tues 12th Sept	9:00 - 4:00	Loans, Securities and Co-maker Management (2-days session)	\$2,050.00TT / \$313.00US
Wed 13th Sept	9:00 - 4:00	User Management & Post	\$1,050.00TT/ \$160.00US
Thurs 14th Sept	9:00 - 3:00	Arrears Management	\$1,050.00TT / \$160.00US
Fri 15th Sept	9:00 - 3:00	Report Builder / Query / Dormant Ledger	\$1,050.00TT/ \$160.00US
Mon 18th Sept	9:00 - 4:00	GL Management	\$1,050.00TT/ \$160.00US
Tues 19th Sept	9:00 - 3:00	Fixed Asset and Fixed Deposit Management (GL)	\$1,050.00TT / \$160.00US
Thurs 21st Sept	9:00 - 3:00	Accounts Payable	\$1,050.00TT / \$160.00US
Fri 22nd Sept	9:00 - 2:00	Cheque Management	\$900.00TT / \$137.00US

## Community Corner

MSD is considered to be a philanthropic organization of people caring for people. Our core belief and our heartfelt desire is the pursuit of a better community. As such, we continue to assist with people and community developmental projects. In addition to our regular sponsorship events, MSD was happy to be a part of the **Plymouth Pentecostal Church Aerobics Burn Out** recently by sponsoring the 1st, 2nd and 3rd place trophies, along with 2 Special awards.

At MSD we believe "the quality of your life will be determined by the quality of your contribution. When you work to improve the lives of others, your life improves automatically" – Kurek Ashley.



A blind man appeared in court on a murder charge for beating a young man to death. The judge asked the blind man: What do you have to say in your defense, for I see you have chosen not to have a lawyer?

The blind man replies: Well your Honor, I was walking down the road tapping my cane to guide me when I accidentally tap a youngster's foot. The youngster shouted in a loud voice, "Big man if you hit me with that stick again you will SEE!" So just like the woman who touched Jesus' robe and was healed, I decided to have faith. So I hit him and hit him and hit him, and up to this day I still can't see. The judge says: Case dismissed. You're free to go.



## Riddle me this?

You can see me in water but I never get wet. What am I?

A Reflection

What belongs to you but others use it more than you do?

Your Name

### Contact Us

Give us a call for more information about our services and products



Micro Software Designs Ltd  
# 3 Gordon Street  
Curepe  
Trinidad, W.I.



(868) 663-2768  
info@msd-tt.com  
Visit us on the web at  
www.msd-tt.com



(www.twitter.com/MSDTWEET84)