



October 15, 2025

CIRCULAR LETTER NUMBER 01-2025

TO OUR MEMBERS

FROM DE BOARD OF DIRECTORS

AMENDMENTS TO THE GENERAL REGULATIONS OF THE COOPERATIVA DE AHORRO Y CRÉDITO RAFAEL CARRIÓN, JR.

The Board of Directors of the Cooperativa Rafael Carrión, Jr., in compliance with the provisions of **Law No. 255, Ley de Sociedades Cooperativas de Ahorro y Crédito de Puerto Rico**, informs you of the amendments to the General Regulations of our Cooperative.

These respond to the need to keep our provisions updated, in harmony with the best practices of cooperative governance and the COSSEC Information Letters:

- 2025-08 Adoption of Regulations
- 2025-10 New Laws Impacting the Cooperative System.

The amendments are:

Chapter V Assemblies, Board of Directors and Committees

Article 5.19 Designation and Composition of the Youth Committee

In compliance with Law No. 71-2025, the age limit required to be part of the Youth Committee is increased, previously eighteen (18) to twenty-nine (29), now eighteen (18) to thirty-five (35) years.

Chapter VIII Administrative Stipulations, Auditing

Article 8.04 Alternative Methods for Conflict Resolution

Provisions are added that recognize the use of alternative methods of conflict resolution, such as conciliation and mediation, as complimentary mechanisms



to address disagreements between:

- members,
- member or depositor and the cooperative,
- the board and committees, or
- between cooperatives.

We encourage every member to familiarize themselves with the amendments and to review them on our website, www.cooprafaelcarrionjr.com. Should any questions arise, or if you wish to present a statement, you must do so by following the instructions below:

1. Clearly write down your statement and include your name and member number.
2. Use one of the following methods to submit your statement:
 - a. By email to servicio@cooprafaelcarrionjr.com
 - b. By postal mail to the:
PO BOX 19415
Fernández Juncos Station
San Juan, PR, 00910
 - c. Visiting the Cooperative at the Banco Popular Building, Stop 22, 7th floor.
3. The Cooperative must receive all statements by November 17, 2025.

The Delegates selected as your representatives at the last General Assembly will meet on November 22, 2025. On this date the Extraordinary Meeting of Delegates will be held to review the statements and final approval. The approved amendments will be ratified at our next General Assembly, to be held in April 2026.

We appreciate your trust and commitment to our Cooperative.

Cordially,

Ms. Brunilda Concepción
President Board of Directors

Ms. Alexandra Soto Rodríguez
Secretary Board of Directors



AMENDMENTS TO THE GENERAL REGULATION

CHAPTER / ARTICLE	MODIFICATION	BASIS FOR THE AMENDMENT
Chapter V Assemblies, Board of Directors and Committees Article 5.19	Designation and Composition of the Youth Committee In compliance with Law No. 71-2025, the age limit required to be part of the Youth Committee is increased, previously from eighteen (18) to twenty-nine (29), now eighteen (18) to thirty-five (35) years.	Law No. 71-2025
Chapter VIII Administrative Stipulations, Auditing Article 8.04	The topic of alternative methods for conflict resolution is added In compliance with Law No. 255, known as the Ley de Sociedades Cooperativas de Ahorro y Crédito , and Regulation No. 9674 , known as the Reglamento de Métodos Alternos para la Solución de Conflictos , and in accordance with the cooperative principle of peaceful conflict resolution, the Cooperative adds to its General Regulations, in Chapter VIII Administrative Stipulations, Auditing, Article 8.04 Alternative Methods for Conflict Resolution, the following: The Cooperative will promote and adopt the use of Alternative Methods for Conflict Resolution, such as conciliation and mediation, as primary mechanisms for resolving disputes. The Alternative Methods for Conflict Resolution will be applicable to any conflict arising from cooperative activity between: – members, – member or depositor and the cooperative, – the board and committees, or – between cooperatives. Voluntary Conciliation Process Conciliation is a voluntary process in which the conflicting parties, assisted by a neutral third party known as a conciliator, identify the points of controversy and explore options to reach an agreement. For conciliation to be offered as an alternative method, it is necessary that all parties consent to it. The conciliation process begins with the presentation of an application to the Corporation or the Cooperative. The application must contain, at a minimum, the following: • Name and postal addresses of all parties and, if known, their email addresses. • Identify the situation or controversy they wish to resolve and their position on it, as well as any document supporting it. • Request that the conciliator issue a proposal for the resolution of the conflict.	Regulation No. 9674

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	The Corporation or the Cooperative, depending on where the application was submitted, shall designate a conciliator. The act of conciliation may be carried out in person or virtually, as agreed upon by the parties. The conciliator may issue one or more proposals for the resolution of the conflict for them to be accepted, rejected, or modified by the parties. The conciliator does not have the authority to compel the parties to reach an agreement, nor can they make decisions for the parties; they will only facilitate the dialogue. Conciliation will conclude when the parties reach an agreement or when any of the parties refuses to continue with the proceedings. The parties are obliged to comply with the agreements reached during the process. Mediation Process Mediation is a more structured process of conflict resolution, in which a neutral and impartial mediator facilitates communication between the parties so that they can, on their own, find a mutually acceptable solution. The mediation procedure must have a maximum duration of 60 days starting from the date the mediator is designated. The mediation process begins with the filing of a written complaint with the Chairman of the Supervisory Committee. If it is determined that the matter is subject to mediation, the other party is notified about the request for mediation and is invited to participate voluntarily. Once both parties agree, a mediator will be selected from the list issued by the Bureau of Alternative Methods for Conflict Resolution of the Supreme Court of Puerto Rico, and the rules and schedule for the mediation sessions will be established. The sessions may be in person or virtual, provided the parties agree. The mediator will help all parties equally to reach a mutually satisfactory agreement without advocating for the interests of one of the parties in the process of resolving the controversy. The parties may be accompanied by their attorneys during the initial interview, the orientation session, and the joint sessions. If the participation of attorneys in the joint sessions is accepted, the mediator will require that each party be similarly represented. The mediation process may be terminated at any time by any of the parties involved or by the mediator. The termination of mediation at any stage of a case will not prevent this process from being revisited if circumstances are favorable. The agreements reached by the parties must follow current laws and regulations. These agreements will be binding and may be judicially enforced if any of the parties fails to comply with the terms.	

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	All interested parties will be oriented on the availability and benefits of alternative methods for conflict resolution as part of the regular process for handling claims and disputes. The Cooperative will facilitate the administrative resources, physical facilities, and technology to carry out the conciliation, mediations, and arbitration procedures. The compensation or payment method of the mediator or arbitrator shall be agreed upon in writing before the proceedings begin. The mediator or arbitrator shall not accept a commission, royalty, or any other form of payment that has not been previously agreed upon by all parties. All conciliation and mediation processes, as well as the information and documents presented in them, shall be confidential in nature. Any statement or proposal made during the process may not be used as evidence in any subsequent judicial or administrative proceeding, unless the parties agree to it in writing.	