



USING YOUR CREDIT UNION ACCOUNT



Contact us by telephone or send us an email

- For general queries, Telephone: **028 877 40540** and select **option 5**
- To speak to staff in the Loans Department, Telephone: **028 877 40540** and select **option 2**
- To speak to staff in Credit Control Dept. Telephone: **028 877 40540** and select **option 4**
- Alternatively you can send an email to info@coalislandcu.com
creditcontrol@coalislandcu.com
loans@coalislandcu.com



Make a debit card payment

By telephone **028 877 40540** and select **option 3**
Make an online payment from our homepage:
www.coalislandcu.com, click on the 'pay' tab at the top and follow the instructions, you do not need a PIN.
Or pay via app.
Card payments are capped at £500.



Apply for a loan

Apply online at www.coalislandcu.com click on the 'apply' tab at the top, and follow the instructions. You do not need a PIN. Or request a hard copy of the loan application form in office.

IN OFFICE POINTS:



When Transacting: legislation requires members to have the following up to date:

Photo ID, Passport / Driving Licence, Proof of address (dated within last 6 months). Members may be asked to provide evidence of Source of Funds.



Transactions

Can be made at one of our 4 highly private counters or a **Quick Lodge** facility located through the main doors to the right hand side.



Cheques: Cheques must be made payable to only the name on the member account. Cheques lodged take 8 days to clear.

Have you used our online banking facilities?



Our online banking facilities

View your account balances Transfer funds externally to your bank or to pay bills Transfer funds internally from your shares to your loan Upload ID documents.

Accessing these services is as easy as 1,2,3!



1. Visit our website at www.coalislandcu.com and click on the 'Online Services' button at the top and then 'Login'
2. Enter your member number, date of birth, click 'continue,' and enter the required digits from your 6-digit PIN. This will bring you to the member area.
3. Click 'launch online banking' and enter the PIN digits asked for. Now you can access all of the online services we offer.
An app is also available for download.



If you don't yet have your 6-digit PIN, we have one waiting for you.

Get your 6-digit PIN by visiting our website at www.coalislandcu.com, clicking on the 'register' tab located under 'Online Services' button at the top of the homepage and follow the instructions. A member of staff will contact you to verify identity.



Bank Transfer

You can send payments directly from your bank account to repay your loan or into your savings. To do this your unique 8 digit account number and our sort code are required. Your account number can be found when you login into your account online or please ask staff for these.



Direct Debit

Contact our office for further details on setting up.

DIGITAL WHEN YOU WANT IT
HUMAN WHEN YOU NEED IT

IDENTITY CONFIRMATION AND ADDRESS VERIFICATION



In order to proceed with your membership or loan application, or to update our records if requested, you must provide us with proof of your identity and proof of your address.

Please bring **ONE DOCUMENT FROM LIST A** and **ONE DOCUMENT FROM LIST B** with you on your next visit to our office.

Please note that we can only accept original documents, and you cannot use the same document to prove both your identity and your address.

LIST A: IDENTITY VERIFICATION

- ✓ Current valid full passport
- ✓ Current valid full driving licence
- ✓ Current valid National Identity Card
- ✓ Current valid Electoral Identity Card
- ✓ Current valid Smart Pass

LIST B: ADDRESS VERIFICATION

- ✓ Financial Statement
This may include a Bank/Building Society/Credit Card statement (issued within the last 6 months) or a Mortgage Statement (within the last 12 months if issued annually)
- ✓ Utilities Bill
This may include electricity, gas, water, satellite TV, telephone (not mobile), broadband bill (issued within the past 6 months)
- ✓ HMRC Correspondence (issued within the past 6 months)
- ✓ Social Security Correspondence (issued within the past 6 months)
- ✓ LPS Rates Bill or Correspondence (issued within the past 12 months)
- ✓ Northern Ireland Election Registration (issued within the past 12 months)

Please note: The same document cannot be used to confirm both identity and address.

If you have any further questions then please contact by email at info@coalislandcu.com, by telephone (028) 877 40540 or by visiting our office.

Juvenile Members – Newborn to Under 16 Years

Juvenile accounts can only be opened by the child's parent / legal guardian. The adult themselves must provide the following at the time of opening the account:

1. Photographic Identification
2. Proof of address

See the Adult Membership Requirements on the reverse for acceptable documentation.

WE MUST ALSO RECEIVE THE FOLLOWING FOR THE CHILD:

1. Long Birth Certificate
2. If the child is 7 or over they must be present at the time of account opening

Delegated Authority for Juvenile Account

At account opening stage or anytime thereafter, an additional parent / legal guardian can be nominated to have delegated authority on the account.

All monies deposited in the juvenile's account are the juvenile's sole property. All withdrawals made from a juvenile's account must be for the juvenile's sole benefit. Juveniles over 7, must be present with parent/guardian when completing a withdrawal transaction.

Why do we need your identification?

Member Identification Requirements

In accordance with the 2017 Money Laundering Regulations, all financial institutions, including Coalisland Credit Union are required by law to collect documentation to verify our members' identity and their residential address.

Please note that where we have been unable to obtain the necessary documentation from a member, we will be required to cease providing services and ultimately it could mean having to close accounts.

In order to avoid this, we would greatly appreciate member's co-operation in providing the identification documents which have been requested from you.

One piece of identification from each section is required.

MEMBERSHIP BENEFITS



Online Banking:

Our online banking facilities allow you to:

- Transfer funds externally to your bank or to pay bills
- Transfer funds internally from your shares to your loan
- Upload ID documents



Electronic Payments:

Have external payments such as wages, pension, benefits, EMA, standing orders paid into your CU account



Foreign Exchange Service:

- Over 60 currencies available
- 0% commission
- Pre order conveniently in office or on our website



Life Savings Insurance

Life Savings Insurance covers all our eligible members by insuring up to a maximum of £15,000 of savings. Members pay no individual charge. This payment is payable only on death.

Savings insured are those lodged before you reach age 70, kept intact in your account, and lodged whilst in good health. Additional savings lodged after age 70 and those lodged whilst not in good health are not insured.

Withdrawals of savings after the age of 55, will have an impact in insurance benefits attached to the savings.

We would strongly encourage members over 55 wishing to make withdrawals, to speak to a member of staff about our Savings Secured Loan which will ensure their Life Savings remain protected.

- Eligible savings lodged before age 55 receive a 100% insurance benefit.
- Eligible savings lodged from age 55 to 60 receive a 75% insurance benefit.
- Eligible savings lodged from age 60 to 65 receive a 50% insurance benefit.
- Eligible savings lodged from age 65 to 70 receive a 25% insurance benefit.



Loan Protection Insurance

Loan Protection Insurance is provided on eligible loans, at no cost to you. This insurance clears your outstanding loan in the event of your death. Ts & Cs apply.



Death Benefit Insurance

Death Benefit Insurance provides a £2,000 benefit to next of kin to assist with funeral costs in the event of your death. The insurance year runs from 1st January to the 31st December each year. The eligibility requirements are:

- You must have joined the Credit Union before the age of 70. A member joining the Credit Union after age 70 will not be eligible for cover.
- You must always maintain a minimum balance of £20 in your savings (this is subject to review and may increase).



Beneficiary Nomination

The Beneficiary Nomination is a facility available to all members to name the person(s) to whom the first £20,000 in their Credit Union savings will be transferred to upon death. This can incorporate savings limit of £15,000 and then any applicable insurance.

Any remaining balance on account will then form part of the deceased's estate and can be claimed in accordance with grant of probate. (Relevant legal advice should be sought).

