



MEMBER INFORMATION

Everything You Need to Know as a Member



**Coalisland
Credit Union**

WE LOOK AT THINGS DIFFERENTLY



OPENING HOURS

Coalisland Main Office
7 Dungannon Road, Coalisland BT71 4HP

Monday		Tuesday		Wednesday		Thursday	Friday		Saturday	
OPEN	CLOSE	OPEN	CLOSE	OPEN	CLOSE	BY APPOINTMENT	OPEN	CLOSE	OPEN	CLOSE
10:00 am	4:30 pm	10:00 am	4:30 pm	10:00 am	4:30 pm	Please see details below	10:00 am	5:00 pm	10:00 am	12:30 pm

Closed for lunch weekdays 12:45pm – 1:45pm

Thursdays: Private Appointments Available

On Thursdays, the office is closed for general transactions; however, staff are still in and available to assist via telephone and email. This dedicated day allows us to offer private appointments for:

- Greater privacy for sensitive transactions.
- A quieter environment due to sensory or additional needs.

If you would feel more comfortable with a private appointment, please don't hesitate to speak with a member of staff, we're here to help.

Stewartstown Sub Office
The Square, Stewartstown BT71 5HX

Monday		Tuesday		Wednesday		Thursday		Friday		Saturday	
OPEN	CLOSE	OPEN	CLOSE	OPEN	CLOSE	OPEN	CLOSE	OPEN	CLOSE	OPEN	CLOSE
CLOSED								3:30 pm	5:30 pm	10:00 am	12:30 pm



- ✓

0% Commission
- ✓

Over 60 currencies
- ✓

One of the best exchange rates locally
- ✓

Order via our website or in office (allow 3 days for delivery)

Table of Contents

01

Introduction

Opening Hours	2
Welcome	4
Credit Union Structure	4

02

Membership

Common Bond Map	5
What do I need to join?	5
How do I join?	6
Account Information	7 - 8
Supporting Community	9
Using Your Account	10
Junior Savers	12

03

Support

Credit Control	13
Free Insurances	14
Bereavement	15

04

Loans

Loan Information	16
Savings Secured Loan	17
Loan Repayment Examples	18
Community Loan	19

05

Member Protections & Policies

Complaints	21
Account Privacy Notice	22-23
Financial Services Scheme	24-25

06

For Your Reference

FAQs	26
------	----

**Website & App
available**



www.coalislandcu.com



Welcome to



Coalisland Credit Union

Fáilte

Sveikas atvykęs

Maligayang Pagdating

Mile widziany

Bem - vindo

Your Guide to Membership

This booklet includes:

- What it means to be a member
- How to join and manage your account
- Our loans, unique free credit union insurances and support services
- Details of our privacy policy and FSCS

Our cooperative principles and strong commitment to community support set us apart. Rather than focusing on profit, we aim to offer fair and accessible financial services.

While credit unions typically adhere to common legislative and regulatory standards, each credit union sets its own policies around savings, loans, insurance, and membership.

Rooted in the Community

Serving our community since 1963, we've spent over 60 years helping people save, borrow and build financial security. We have continued to evolve and adapt to suit all our members' needs.

As part of our continued commitment to meeting the needs of our local community we can now provide you with your own sort code and account number to receive inward payments such as social welfare, pensions, wages, etc.

Structure of Coalisland Credit Union

MEMBERS

At the Annual General Meeting (AGM) shall elect Directors; Supervisors and Auditor.

INTERNAL AUDIT

Shall ensure that the duties of officers are properly carried out.

BOARD OF DIRECTORS

Is responsible for the general control, direction and management of the affairs, funds and records of the Credit Union.

AUDITOR

Attends the AGM to report to members on the Credit Union's revenue account and balance sheet.

COMMITTEES

Include Credit, Credit Control, Executive, Nominating, I.T, Risk and Compliance.

RISK AND COMPLIANCE MANAGER

Responsible for managing risk and ensuring compliance with all relevant legislation and regulations.

STAFF

Led by the Manager carry out the day to day operation of the Credit Union.

MEMBERSHIP – MADE EASY



What is a common bond?

A common bond is the link that unites all members of a credit union, defining who can join and use the services of that specific credit union. The link could be living or working in the same area or belonging to the same group. It creates a sense of shared community and trust, making the credit union a place where people support each other financially.

Did you know?

You can be a member of more than 1 Credit Union. You must either live/work in the Coalisland, Stewartstown and surrounding areas (see map above) to join with us. In addition, family members residing in the same household as a directly qualifying member can join too!

If you are unsure about your eligibility, do not hesitate to ask a member of staff.

What do I need to join?

1 x Photographic ID, from list below and 1 x Evidence of Address, from list below:

LIST A: IDENTITY VERIFICATION

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

LIST B: ADDRESS VERIFICATION

- ✓ Financial Statement (We do not require any transactional data or balances)
This may include a Bank/Building Society/Credit Card statement (issued within the last 3 months) or Mortgage Statement (within the last 12 months if issued annually)
- ✓ Utilities Bill (*issued in the past 6 months*)
- ✓ HMRC Correspondence (*issued in the past 6 months*)
- ✓ Social Security Correspondence (*in the past 6 months*)
- ✓ Driving Licence (*issued in the last 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.

MEMBERSHIP MADE EASY

There are 2 ways to become a member with Coalisland Credit Union.

1

Online:

Begin by simply downloading our Coalisland Credit Union mobile app:



JOIN USING YOUR PHONE

We've created an intelligent and secure method for you to become a member directly through your mobile phone. All you have to do is download our Mobile App to take full advantage.

SECURE FACIAL VERIFICATION

We use advanced biometric facial technology to capture and verify who you are. Simply take a quick selfie and you're done. This intuitive technology ensures becoming a member is quicker than ever.



RELIABLE IDENTITY CHECK

We've created a way for you to share proof of ID with us that's both secure and reliable. As you progress with your application, you will be given an opportunity to show your ID there and then. There's no waiting around.

QUICK ONLINE ACCESS

Once your membership has been approved, we'll text you a temporary pin so you can have immediate access to your online account. You won't have to worry about anything, we will do the rest.



2

In Office:



- Visit our office to collect the membership application forms.
- Bring two forms of ID (see the list on page 5).
- Either complete the forms in the office and submit your application or you can take the forms with you and return them at a time that suits you.
- Once your account has been opened, a member of our team will contact you.

ACCOUNT ESSENTIALS

Share Balance Requirements

- Minimum share balance to keep account active: **£1.00**
- Minimum to qualify for Death Benefit Insurance: **£20.00**

(see page 14 for more information on our free insurances).

Maximum Share Balance
£20,000

Changing Address

It's important we have your most up to date address, so if you change your address please let us know as soon as possible. We will require proof of your new address – see page 5 for list of acceptable address verification documents.

Dormant Accounts

Dormant accounts are classified as any account which has no member generated transactions in the last 5 years.

When an account becomes dormant, your shares remain in the Credit Union and continue to earn dividend on an annual basis.

However, members will be unable to make any transactions on their account including apply for a loan, until they reactivate their account.

Affiliation Fee

A fee of £2.00 is debited annually from members accounts for member contributions towards the affiliation fees paid by Coalisland Credit Union to the Irish League of Credit Unions. The ILCU provides leadership, cooperation, support and development for credit unions.

Legal Requirement for Member ID

We are required by law to collect documentation to verify our members' identity, their residential address & the purpose for which they use their account. In order to comply with this requirement, we require up to date documentation before reactivating an account. Please refer to page 5 for list of documentation accepted, one from each list is required.

Our Premises - Designed With You in Mind

Our new office has been designed with our members in mind, offering improved accessibility, comfort, and enhanced privacy.

- Four individual counters provide discretion during transactions.
- A dedicated private office is available for sensitive discussions.
- To further support our members, Thursdays remain appointment-only, ensuring greater privacy and a quieter environment for those with sensory or additional needs.

As we grow, we are committed to providing facilities that match the high standard of service you deserve. While many financial institutions are moving towards online-only services, we continue to offer a personal, face-to-face service alongside modern digital options.

Digital when you want it, human when you need it. Together, we are building a stronger future for Coalisland.



Nominees

This is a unique facility for credit union members. Credit unions have a nomination facility whereby if you are over 16 years of age you can nominate who is to receive the property of your account with the credit union upon your death.

Free credit union insurances may be applicable on accounts, for more information on our insurances please see page 14.

We strongly encourage members to make a nomination on their account, as without one the process can be very lengthy and complex.

A member may change the details of their nomination as often as they like during the course of their membership with the credit union.

Instances where a nomination is revoked through marriage or civil partnership, or the death of the nominee before the nominating member, may require the nomination to be updated.

Nomination Limit:

Balance below £20,000

Nominee	No Nominee
All funds are released to nominee after insurance process	Next of kin(S) or if member has a will, all funds will form part of their estate

Balance above £20,000

Nominee	No Nominee
Any balance in excess of £20k a grant of probate/ grant of letters of administration will be required	Any balance in excess of £20k a grant of probate/ grant of letters of administration will be required

How Do I Make A Nomination?

A nomination must be made in writing, using the official nomination form available at the credit union office. Staff are available to help members complete this form.



INVESTING IN PEOPLE, NOT PROFITS

Where Your Money Makes a Difference

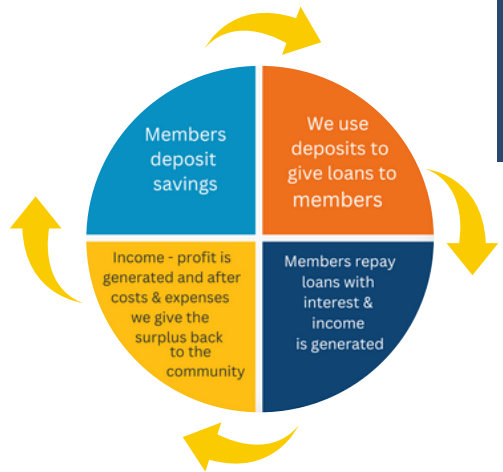
The “people helping people” model is rooted in **trust, transparency**, and doing what’s right. As a **not-for-profit**, we’re here to offer fair, affordable **financial services to everyone**—especially those who may not have access elsewhere. When we have a surplus, we put it back into the community, **helping our members** thrive and supporting a stronger local economy

By saving and borrowing with us, **you support** a supportive and inclusive financial environment – **benefiting members and the community**.

It enhances individual financial health and contributes to overall community prosperity and resilience.

We can support local because you support us:

Below are just some of your local clubs and organisations that we’ve been able to support. Together, we can continue making a difference.



Membership



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 6months). 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**

What Our Members Say

Our members are at the centre of everything we do. These testimonials share real experiences of how being part of our credit union has made a difference – through trusted support, tailored service, and a genuine sense of community. Here's what they have to say.

"Coalisland Credit Union is all about being there for the locals throughout the various stages in life. Always willing to help when you're thrown a curveball, no judgement and sound advice provided."

Fiona

"I have used the loan services because everyone is very helpful and understanding of different circumstances. They are never going to entice you into debt you can never afford to repay back, it's the most safest option for borrowing."

Lisa

"Coalisland Credit Union is a refuge for people when in need. You have married us, furnished our homes, put us on the road and make holidays possible and that's not forgetting helping secure the magic of Christmas can visit as many homes as possible in the area."

Leo

"Any dealings I have had in branch and over the phone have been very professional and pleasant. A fantastic team that are great at their jobs. You get a real sense that Coalisland Credit Union is very much part of the community."

Ciara

"The mobile app is an excellent service, extremely easy to use. I use it all the time. I make my monthly payments online every month which is so handy and efficient."

Anna

"I have been a loan customer for a number of years now and I suffer from social anxiety. The staff are always caring and very helpful, they have such an understanding and polite attitude at all times which makes my dealings with them a pleasure. If I could do all my banking business with the CU I would."

Fintan

"I have always found CCU a pleasant experience with great staff. When applying for a loan it was a simple straightforward process."

Declan

If you would like to provide us with any feedback please click here:

[CLICK HERE](#)



JUNIOR SAVERS

Teaching your children how to save from an early age will help them to learn about managing their money and is a great way to contribute to a child's future education and financial security.

Junior Saver Account is for children up to the age of 16 years.

Please note:

- Only the Parent/Legal Guardian of the child can open a Junior Account.
- If the child is 7 or over then they will also have to be present to sign the application form too.

To open a junior saver account identification must be provided as follows:

For the minor

- Birth Certificate for the minor

For the Parent or Legal Guardian

- Proof of ID
- Proof of Address
(please refer to page 5 for list of accepted documentation).

Withdrawals

- If the minor is under age 7 then the signing parent/guardian must sign the withdrawal form on the minor's behalf.
- If the minor is aged 7 or over they must sign the withdrawal form along with their parent or guardian.

Staff reserve the right to ask for identification if they are unsure of the recipient.

Deposit Limit

£5,000.



Dates for Your Diary

September/October
Credit Union Art Competition

Third Thursday of October
International Credit Union Day

January/February
Schools Quiz First Round



FOR SUPPORT NOT PROFIT

Helping you find a path forward.

If you're facing financial challenges, please reach out to our team as soon as possible. We're here to offer practical solutions and support.

Email: creditcontrol@coalislandcu.com

Tel: 02887740540 select option 4



**Coalisland
Credit Union**

FOR YOU. NOT PROFIT.

Coalisland Credit Union Limited is authorised by the Prudential Regulation Authority and Regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Registered address: 7 Dungannon Road, Coalisland, BT71 4HP

INSURANCES

As a member, you're covered by a range of free insurance benefits. Coalisland Credit Union covers the cost of these as part of our commitment to supporting our members.

Death Benefit Insurance (DBI):

Death Benefit Insurance gives members and their families added security and relief from financial worry especially at the time of bereavement.

- Every member who joins before the age of 70 is covered by the DBI.
- The fee for this is covered for you by Coalisland Credit Union Limited. It is only valid however as long as a minimum balance of £20.00 remains in your savings throughout the whole year.
- The members Death Certificate and Original Funeral Invoice will be required.
- Amount payable is £2,000 (this can take up to 6 weeks to process).

For further information on the settlement of a deceased member's account, see page 15.

Life Savings Insurance

The credit union provides Life Savings Insurance cover on the savings of eligible members. There is no direct cost to the member for this service. It is a benefit unique to Credit Union members.

The amount of insurance benefit payable depends on the amount of savings held in the Credit Union at the time of death and is based on a percentage of savings made and not withdrawn over their account history as follows:

Savings before age 55	100%
Savings before age 60	75%
Savings before age 65	50%
Savings before age 70	25%

Effect of Withdrawals:

- Withdrawals have a negative impact on life savings benefit as the claim is based on the lowest share amount after the age of 55. (Members are encouraged to avail of Savings Secured Loan with reduced interest rate of 7.98% APR, see page 17, to keep their Life Savings Insurance intact).
- Amounts lodged after the age of 70 are NOT insured however withdrawals DO REDUCE the level of cover.

Eligibility:

Member must have joined the credit union before the age of 70 years. Member is actively at work or in good health at the time of lodgements.

Loan Protection Insurance

Coalisland Credit Union provides Loan Protection Insurance, at no extra cost for eligible members. This is a life assurance benefit designed to clear the outstanding loan balance on the unfortunate death of a member.

To be eligible for this insurance, a member must be actively at work or in good health on the date the loan is granted.

Loan Protection Insurance cover ceases at age 85.

We recommend all members complete a nomination form, see page 8 for further details.

SETTLING A CREDIT UNION ACCOUNT AFTER BEREAVEMENT

We're Here To Help

We understand that losing a loved one is a difficult and emotional time. Dealing with financial matters while grieving can feel overwhelming. At Coalisland Credit Union, we're here to support you and make the process as simple as possible.



Privacy

When you visit our office you may request a **private office** or schedule an **appointment** for a Thursday when the office is closed to the public.



Required Documents & Processing

A **photocopy of the death certificate**, will be sent to the Irish League of Credit Unions insurance headquarters in Dublin. Processing can take up to **six weeks**. Once processed, we will contact the nominee(s) or elected representative.



Nomination & Account Settlement

Members can nominate a person(s) to receive up to £20,000 of their savings (including any applicable insurance). This does not form part of the estate, making settlement quicker.



Please Note:

- It is important to update your nomination if you marry, divorce, or if your nominee passes away, as a valid nomination takes precedence over a will.
- Savings limit is £15,000 but may exceed £20,000 with **Life Savings Insurance**.
- Amounts over £20,000 require **Grant of Probate** and become part of the estate. A solicitor should be consulted on this.



As you grieve, remember to care for yourself and your loved ones. Support is available, and you may find it helpful to reach out to one of the many organisations offering counselling and guidance.



If No Nominee Exists

- Check for a will – at home, with a solicitor, or a bank.
- If a will exists, the **executor** manages the estate.
- If no will exists, the **next of kin** can apply to be the estate administrator under intestacy laws.



Probate & Estate Administration

- **Grant of Probate** or **Letters of Administration** provide legal access to the deceased's assets.
- This process can take **6–9 months** or longer if property is involved.
- Some small estates may **not require probate**.



The Importance of a Will

- Everyone aged 18+ **should consider** making a will especially if own property or assets. You can use a solicitor or a DIY will kit.
- If **no will** exists, assets are distributed according to intestacy laws.



Key Notes

- A **valid nomination** takes precedence over a will.
- Nominee(s) do **not** need to be next of kin.
- **Death Benefit Insurance** may apply (see Page 14 for further details on this insurance)

LOANS

At Coalisland Credit Union we have a duty of care to our members when it comes to lending. That means every loan application is carefully considered. We base our decision on your income, expenses and overall ability to repay the loan. We lend responsibly to avoid putting any member in financial hardship.

Why borrow from us?

- ✓ Fair interest rates – no hidden fees
- ✓ No penalties for early repayment or lump sum payments
- ✓ Interest only paid on the reducing balance – pay less as you go
- ✓ In the event of your death, your loan is insured at no direct cost to you (Ts and Cs apply)

When can I apply?

You can apply as soon as your membership application is approved.

Our Loans	
Standard Loan	12.68% APR
Motor Loan	8.3% APR
£20,000 – £75,000	7.5% APR
Savings Secured	7.98%
Community Loan	6.99%

Loan From Home






Fully digital loans available. Apply and complete everything from home, with no unnecessary delays.



In Office Loan Applications

Hard copies of our loan application are available in-office and can be returned via our Quick Lodge or handed directly to a staff member at the counter.

Loan Application Checklist

-  3 months most recent bank/ post office statements
-  Up to date photographic ID (check page 5 for list of accepted ID's)
-  Letter to verify your current address (check page 5 for list of accepted documents)
-  Intend to repay via direct debit?
Bank account number & sort code
-  Car loan – Payment goes directly to the seller. If a private sale, provide V5C within 60 days. Failure to do this will result in your loan being changed to the standard interest rate.

A guarantor **may** be required, depending on your loan amount, credit history, and overall application.

A guarantor is a great sign that someone trusts a member to repay a loan and that we should do too. If the borrower doesn't repay, the guarantor is responsible.

If a guarantor is needed, we'll let you know. If requested, your guarantor must:

- Be aged 18+
- Have a strong credit record
- Bring 2 forms of ID when signing (see page 5 for list of accepted docs.)

Need Advice?

We're always happy to talk through your options – whether in office, by phone, or email.

Telephone: 028 87740540 option 2

Email: loans@coalislandcu.com

SAVINGS SECURED LOAN

Save your Savings! Borrow Against them Instead.
Savings Secured Loan 7.98% APR

What is a Savings Secured Loan?

A Savings Secured Loan lets you borrow against your own savings at a low interest rate, while keeping your savings intact.

Why would I not just withdraw my savings?

You could withdraw your savings “and start all over again” however this is not always easy. Unexpected expenses and costs can make it hard to rebuild savings. With no binding commitment this often takes much longer, if it happens at all. Withdrawals from your savings could see your life savings insurance reduced in the future.



Example: You are thinking of a holiday, it's going to cost you £1,500 and you can either withdraw your savings or avail of a within shares loan, so what are your options?

Savings Secured Loan Benefits

- ✓ Immediate approval – no delays, as the loan is secured by your savings.
- ✓ Protects your life savings insurance – your savings remain untouched and fully covered.
- ✓ Loan cleared on death – covered by Loan Protection Insurance for peace of mind. (see page 14 for more details).
- ✓ Keeps your credit score healthy – helps build or maintain your credit history.
- ✓ Savings continue to earn dividends – you keep benefiting from your savings while repaying the loan.
- ✓ Flexible repayments – repay early at any time with no penalties.
- ✓ Potential loan interest rebate* – making your loan even more cost effective.

Withdraw Savings	VS	Savings Secured Loan
Leaving zero savings balance: save £30 week over one year to bring savings balance back to £1,500		A new loan of £1,500 with a payment of £30 per week that will be clear in one year.
Without commitment, savings are often missed and life cover restarts from a lower balance		Your savings are still intact, not affecting your life savings insurance and helps you build your credit rating for the future.
You have not improved your credit rating and you have to withdraw your money for your next holiday.		After 1 year: Your loan is cleared with just £59 additional in interest. Your savings stay intact and your life savings insurance remains unaffected. You continue earning dividends, may receive an interest rebate* and can reapply for the loan anytime.

AMOUNT	TERM	APR	WEEKLY REPAYMENT	TOTAL COST OF BORROWING
£1,500	1 Year	7.98%	£30.00	£1,559.00

* Loan interest rebate is not guaranteed and is subject to change each year. Past performance is no indicator of future payment.

FOR

Every day needs and dreams

NOT PROFIT



LOAN TYPE	AMOUNT	TERM	APR	MONTHLY REPAYMENT	TOTAL COST OF BORROWING
Standard	£5,000	5 Years	12.68%	£111	£6,673
Motor Loan	£12,000	5 Years	8.3%	£243	£14,599
£20,000 - £75,000	£25,000	10 Years	7.5%	£294	£35,220
Savings Secured	£2,000	3 Years	7.98%	£62	£2,246

Amounts and terms are for illustrative purposes only. Please contact us to discuss a loan tailored to your needs, or visit our website to use our convenient loan calculator.

If you'd like to use our online loan calculator now to see how affordable our loans are, please click here:

[CLICK HERE](#)



Coalisland Credit Union

COMMUNITY LOAN

From the community, to support the community



To open a club account:

From each authorised officer we require one original document from below:

Current Valid Passport

Current Valid Driving Licence

National Identity Card

and

From each authorised officer we require one original document from below:

Original Utility Bill

Full UK / Irish Driving Licence

Bank/credit card/ mortgage statement

FOR GIVING BACK NOT PROFIT

**VOLUNTEER WITH YOUR
LOCAL CREDIT UNION TODAY**



**Coalisland
Credit Union**

FOR YOU. NOT PROFIT.

YOUR CREDIT UNION NEEDS YOU!

Coalisland Credit Union needs volunteers to join their Board of Directors or Committees. Add to your existing skills and experience while benefiting your community.

If you'd like more information:

Telephone: 028 8774 0540

Email: info@coalislandcu.com

www.coalislandcu.com/Volunteering

COMPLAINTS

Coalisland Credit Union is committed to resolving any complaints in a fair and equitable manner.

To support this, the following procedure outlines the steps you should follow if you wish to raise a complaint or dispute, whether as a member or otherwise.

We aim to provide all members with high-quality financial services, and we welcome the opportunity to put things right if you're dissatisfied with any aspect of our service.

Your feedback also helps us improve for the benefit of all members.

This procedure explains how you can make a complaint to the credit union, and how it will be investigated and responded to.

Our Commitment

- We aim to resolve complaints to your satisfaction within three business days of receiving them.
- If we need more time, we will acknowledge your complaint promptly.
- We aim to provide a final response within 8 weeks.

If that is not possible, we'll explain the delay and let you know when to expect a resolution.

How to Make a Complaint

- You can make a complaint verbally or in writing, in person, by phone, letter, or email.
- Complaints can be made to any staff member, officer, or volunteer at either credit union office.
- You can also contact our Complaints Officer directly:
Brian O'Neill (Manager)

What Happens Next?

- If resolved within 3 business days, we will confirm the outcome and no further action is needed.
- If not resolved, we'll keep you informed throughout the process.
- If still unresolved after 8 weeks, you will receive either:
 - A final response, or
 - An update with the option to extend the timeframe.

Next Steps if You Remain Dissatisfied

You can refer your complaint to the Financial Ombudsman Service at no cost. The Ombudsman has official powers to resolve disputes between credit unions and members.

If you wish to complete a feedback / complaint form on our website, click here:

www.coalislandcu.com/about-us/service-to-members

ACCOUNT OPENING PRIVACY NOTICE

How We Handle Your Personal Information

Coalisland Credit Union is a member-owned financial cooperative, operated to promote savings, offer fair credit, and provide financial services to members. We collect and use personal data only for these purposes.

This Privacy Notice explains how your information is processed in relation to your account and other services.

If you apply for a loan, a separate Lending Privacy Notice will be provided. We are committed to protecting your personal data and ensuring your privacy both during and after your relationship with us.

What personal data do we use?

We may collect, store, and use the following categories of personal data about you:

- Your name, address, date of birth, email, telephone, financial data, status and history, transaction data, contract data, details of the credit union products you hold with us and have held with us, signatures, identification documents, salary, occupation, source of funds, Politically Exposed Status, accommodation status, mortgage details, previous addresses, spouse, partners, nominations, Tax Identification Numbers (TIN)/National Insurance numbers, tax residency, passport details, driver licence, interactions with credit union staff and officers on the premises – by phone, or email, current or past complaints, CCTV footage.

We need all the categories of information in the list above to allow us to; identify you, contact you, comply with our legal obligations and in order that we perform our contract with you.

Purpose for which we process your personal data

- To open and maintain an account for you,
- To meet our obligations to you under the Credit Union's Standard Rules,
- To contact you in respect of your account and any product or service you avail of,
- To comply with our legal obligations for example anti-money laundering, to identify connected borrowers.

Some of the above grounds for processing will overlap and there may be several grounds which justify our use of your personal information.

We may also collect, store and use the following "special categories" of more sensitive personal information:

- Information about your health, including any medical condition and sickness.

Data Retention Periods

We keep your personal data only as long as necessary to meet legal, contractual, or service-related obligations. Where possible, retention periods are recorded in our Retention Policy. Once no longer needed, your data is securely deleted. For more details, please contact us:

Coalisland Credit Union
7 Dungannon Road
Coalisland
BT71 4HP

Phone: 028 87740540

Email: dataprotection@coalislandcu.com

Click [here](#) to read the full version of our Privacy Notice on our website, or request a copy from our office.

Planned Updates to this notice

We may update this notice as our services or use of your data changes. The latest version is always available on our website at www.coalislandcu.com or you can ask us for a copy.



Access – Ask if we hold your personal data and request a copy. You are also entitled to request further information about the processing.



Correction – Have any inaccurate or incomplete information updated.



Erasure – Request deletion of your data where there's no valid reason to keep it. You also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing (see below).



Object – Object to processing based on legitimate interests or for direct marketing.



Restrict Processing – Request the restriction of processing of your personal information, in certain circumstances.



Withdraw Consent – Where processing is based on your consent, you can withdraw it at any time.



Data Portability – Request that we: a) provide you with a copy of any relevant personal data in a reusable format; or b) request that we transfer your relevant personal data to another controller where it's technically feasible to do so. 'Relevant personal data is personal data that: You have provided to us or which is generated by your use of our service. Which is processed by automated means and where the basis that we process it is on your consent or on a contract that you have entered into with us.

You have a right to complain to the Information Commissioners Office in respect of any processing of your data:

Post: ICO, 3RD Floor, 14 Cromac Place, Belfast BT7 2JB

Phone: 028 9027 8757 / 0303 123 1114

Email: ni@ico.org.uk

Please note that the above rights are not always absolute and there may be some limitations

If you want access and/ or copies of any of your personal data or if you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we send you or a third party a copy your relevant personal data in a reusable format please contact our Data Protection Officer in writing using their contact details above.

There is no fee in using any of your above rights, unless your request for access is clearly unfounded or excessive. We also reserve the right to refuse to comply with the request in such circumstances.

Ensuring our information is up to date and accurate

We want the service provided by us to meet your expectations at all times. Please help us by telling us straight away if there are any changes to your personal information. If you wish to avail of either of these rights, please contact us using our contact details at the top of this document.

FINANCIAL SERVICES COMPENSATION SCHEME INFORMATION SHEET

Basic information about the protection of your eligible deposits

Eligible deposits in Coalisland Credit Union Limited are protected by	the Financial Services Compensation Scheme ("FSCS"). ¹
Limit of protection:	£85,000 per depositor per bank / building society / credit union. ²
If you have more eligible deposits at the same bank / building society / credit union:	All your eligible deposits at the same bank / building society / Credit Union are "aggregated" and the total is subject to the limit of £85,000. ²
If you have a joint account with other person(s):	The limit of £85,000 applies to each depositor separately. ³
Reimbursement period in case of bank, building society or credit union's failure:	20 working days. ⁴
Currency of reimbursement:	Pound Sterling (GBP, £)
To contact Coalisland Credit Union Ltd for enquiries relating to your account:	Coalisland Credit Union Limited 7 Dungannon Road, Coalisland BT71 4HP, Co. Tyrone Tel: 028 87740540 Email: info@coalislandcu.com
To contact the FSCS for further information on compensation:	Financial Services Compensation Scheme 10th Floor Beaufort House 15 St Botolph Street London EC3A 7QU Tel: 0800 678 1100 or 020 7741 4100 Email: ICT@fscs.org.uk
More information:	http://www.fscs.org.uk
Additional information:	¹Scheme responsible for the protection of your eligible deposit Your eligible deposit is covered by a statutory Deposit Guarantee Scheme. If insolvency of your bank, building society or credit union should occur, your eligible deposits would be repaid up to £85,000 by the Deposit Guarantee Scheme.

² **General limit of protection** If a covered deposit is unavailable because a bank, building society or credit union is unable to meet its financial obligations, depositors are repaid by a Deposit Guarantee Scheme. This repayment covers at maximum £85,000 per bank, building society or credit union. This means that all eligible deposits at the same bank, building society or credit union are added up in order to determine the coverage level. If, for instance a depositor holds a savings account with £80,000 and a current account with £20,000, he or she will only be repaid £85,000.

In some cases eligible deposits which are categorised as "temporary high balances" are protected above £85,000 for six months after the amount has been credited or from the moment when such eligible deposits become legally transferable. These are eligible deposits connected with certain events including: (a) certain transactions relating to the depositor's current or prospective only or main residence or dwelling; (b) a death, or the depositor's marriage or civil partnership, divorce, retirement, dismissal, redundancy or invalidity; (c) the payment to the depositor of insurance benefits or compensation for criminal injuries or wrongful conviction.

More information can be obtained under <http://www.fscs.org.uk>

³ Limit of protection for joint accounts In case of joint accounts, the limit of £85,000 applies to each depositor. However, eligible deposits in an account to which two or more persons are entitled as members of a business partnership, association or grouping of a similar nature, without legal personality, are aggregated and treated as if made by a single depositor for the purpose of calculating the limit of £85,000.

⁴ Reimbursement The responsible Deposit Guarantee Scheme is the Financial Services Compensation Scheme, 10th Floor Beaufort House, 15 St Botolph Street, London, EC3A 7QU, Tel: 0800 678 1100 or 020 7741 4100, Email: ICT@fscs.org.uk. It will repay your eligible deposits (up to £85,000) within 20 working days until 31 December 2018; within 15 working days from 1 January 2019 until 31 December 2020; within 10 working days from 1 January 2021 to 31 December 2023; and within 7 working days from 1 January 2024 onwards, save where specific exceptions apply.

Where the FSCS cannot make the repayable amount available within 7 working days, it will, from 1 June 2016 until 31 December 2023, ensure that you have access to an appropriate amount of your covered deposits to cover the cost of living (in the case of a depositor which is an individual) or to cover necessary business expenses or operating expenses (in the case of a depositor which is not an individual or a large company) within 5 working days of a request. Again, there are specific exceptions to this obligation.

In the case of a depositor which is a large company, where the FSCS cannot make the repayable amount available within 7 working days, it will, from 3 July 2015 until 1 December 2016, ensure that you have access to your covered deposits within fifteen working days of a request containing sufficient information to enable it to make a payment, save where specific exceptions apply.

In the case of a depositor which is a small local authority, where the FSCS cannot make the repayable amount available within 7 working days, it will, from 3 July 2015 until 1 June 2016, ensure that you have access to your covered deposits within fifteen working days of a request containing sufficient information to enable it to make a payment, save where specific exceptions apply. If you have not been repaid within these deadlines, you should contact the Deposit Guarantee Scheme since the time to claim reimbursement may be barred after a certain time limit. Further information can be obtained under <http://www.fscs.org.uk>.

Other important information In general, all retail depositors and businesses are covered by Deposit Guarantee Schemes. Exceptions for certain deposits are stated on the website of the responsible Deposit Guarantee Scheme. Your bank, building society or credit union will also inform you of any exclusions from protection which may apply. If deposits are eligible, the bank, building society or credit union shall also confirm this on the statement of account.

EXCLUSIONS LIST

A deposit is excluded from protection if:

- (1) The holder and any beneficial owner of the deposit have never been identified in accordance with money laundering requirements. For further information, contact your bank, bank building society or credit union.
- (2) The deposit arises out of transactions in connection with which there has been a criminal conviction for money laundering.
- (3) It is a deposit made by a depositor which is one of the following:
 - credit institution
 - financial institution
 - investment firm
 - insurance undertaking
 - reinsurance undertaking
 - collective investment undertaking
 - pension or retirement fund 1
 - public authority, other than a small local authority.

For further information about exclusions, refer to the FSCS website at www.FSCS.org.uk

¹Deposits by personal pension schemes, stakeholder pension schemes and occupational pension schemes of micro, small and medium sized enterprises are not excluded.

FAQS

Q. What is a dividend*?

A. A dividend is an annual 'interest' on any shares (savings) you hold with us. The dividend is the way in which we return our profits with our members and the amount you receive, if any, will vary depending on how much profit the credit union has made in the year.

Q. Will my details be kept confidential?

A. Credit Unions are registered for Data protection and are bound by the terms of the Data Protection Act 2018. All transactions are confidential. Every officer and volunteer who works in the Credit Union sign a declaration of confidentiality, so all members' information is kept totally confidential at all times.

Q. Is my money safe?

A. Absolutely. Like all major financial institutions, we are covered by the Financial Services Compensation Scheme (FSCS). The FSCS can pay compensation to depositors if an organisation is unable to meet its financial obligations.
www.fscs.org.uk

Q. If I am a member but I move away from the area, am I still allowed to remain a member?

A. Once a member, always a member. Existing members that move location or employer, can still retain their membership with us. Membership can be extended to family members in the same household as an existing member. (subject to the existing member holding full membership more than 5 Years and still resident in NI.)

Q. What is an interest rebate**?

A. The interest that you have paid off your loan within our financial year is calculated and we return a percentage back to you.

Q. How long do I have to be a member for before I can apply for a loan?

A. Once your application for membership has been approved you can apply for a loan. We assess loan applications based on your affordability to repay the loan. 3 months recent bank statements will be required.

Q. Can you access your shares when you have a loan?

A. 10% of the loan value is initially required in your shares (higher value loans are capped at maximum collateral of £3,000). Any shares lodged above this are available to withdraw.

Q. What is the difference between a standing order and a direct debit?

A. Standing Order

- You set it up on your banking app or in the bank office.
- You control when it starts, stops, or changes.

Direct Debit

- Coalisland Credit Union sets it up with your permission.
- Changes can only be made by contacting us.

If you have any further queries please do not hesitate to ask, we're here to help.

*Dividend and Loan interest rebate** are not guaranteed and are subject to change each year. Past performance is no indicator of future payment.

COALISLAND CREDIT UNION

At a Glance...

OVER **60 YEARS** OF TRUSTED SERVICE ROOTED IN COMMUNITY

We offer fair, affordable financial services to everyone—especially those who may not have access elsewhere. When we have a surplus, we put it back into the community, helping our members thrive and supporting a stronger local economy for everyone.



Join our **12,000+** members
now and become part of an
organisation that puts people
before profit.

WHY JOIN US?

- Digital Membership
- Mobile App
- Face to face service
- Free Death Benefit Insurance
- Free Life Savings Insurance
- Free Loan Protection Insurance
- Ethical lending
- Fully digital loans
- Electronic payments (wages, pension, benefits, EMA paid into your CU account)
- Competitive interest rates
- Not for profit community organisation

T & Cs apply to insurances

TRUSTED LOANS

- ✓ Borrow from **£100 – £75,000**
- ✓ Apply as soon as you become a member
- ✓ Fair Rates – Interest on reducing balance
- ✓ No fees or penalties for early repayment
- ✓ Savings Secured Loans – Keep your savings, still borrow
- ✚ Apply in-office, online, or through our Mobile App & complete the process in office or online with our **Fully Digital Loans.**



1 **APPLY
ONLINE**



2 **SIGN
ONLINE**



3 **PAID
ONLINE**

LOAN FROM HOME
Fully Digital
Loans Available