



MEMBER HAND BOOK



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Carnglen Credit Union Limited is a financial institution owned and controlled by members for their benefit that:

- ***Delivers superior service in a friendly and courteous manner with respect for the worth and dignity of all its members;***
- ***Promotes thrift and the cooperative ideals of the credit union philosophy;***
- ***Offers loans and savings accounts at competitive rates and high quality; financial services at fair prices for users of those services;***
- ***Maintains long-term financial stability to ensure security of our members.***

Carnglen Credit Union has been providing financial services to the people of its common bond for over 50 years. The common bond currently includes those who live or work within a defined geographical area. The business model is a not-for-profit one and the products are primarily comprised of shares and loans; generating a surplus from funds lent to members which is returned to members in the form of a dividend, rebate of interest on loans or directed to develop additional services for members.

Carnglen Credit Union is governed by a Board of Directors who are ultimately responsible for ensuring the credit union is run in a sustainable manner and that appropriate policies and procedures are in place. The Board of Directors is comprised of a wide demographic in terms of age, credit union experience and professional background. The day-to-day operations of the credit union is the responsibility of the credit union staff, directed by the Manager.

Introduction

Structure & Regulation

Members

Elect Directors & Auditors at the Annual General Meeting

Board of Directors

Ultimately responsible for ensuring the credit union is run in a sustainable manner and that appropriate policies and procedures are in place

Internal Auditor

Shall ensure that the duties of officers are properly carried out

Auditor

Reports to members on the Credit Unions Balance sheet & accounts

Staff

Led by manager to carry out daily operation of the Credit Union

Committees

Advisory service for staff

Risk & Compliance Officer

Tasked with managing risk & compliance with legislation & regulations

Carnglen Credit Union is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Financial Services Compensation Scheme (FSCS)

All member's savings in Carnglen Credit Union Limited are protected by the Financial Services Compensation Scheme up to a maximum of £85,000. This gives you peace of mind that should a financial institution such as a Bank, Building Society or Credit Union fail, your money is protected.

Financial Ombudsman Service (FOS)

If the Credit Union receives a complaint and the complainant is unhappy with the Credit Unions response to the complaint then the Financial Ombudsman has the power to resolve the complaint. Further information is available from the Credit Union or from www.financial-ombudsman.org.uk

Common Bond

As a community credit union, our common bond is geographical, meaning that to become a member, you should live or work in any of the following towns/villages and their surrounding areas:

- Maghera
- Knockloughrim
- Tobermore
- Swatragh
- Lavey
- Slaughtneil
- Garvagh
- Glenullin
- Ringsend
- Upperlands

Contact the office on (028) 7964 2918 for more information.

We also accept membership from those people who are employed within the common bond.



How do I become a member?

As well as living or working within the common bond of Carn Glen Credit Union simply pop into our office, bringing with you one form of photographic identification and one form of address verification (**which must be dated within the last 3 months**).

The following forms of ID are acceptable:



Photographic ID

- Valid UK/IRISH/EEA Passport
- Valid UK Driving licence
- Northern Ireland Electoral ID card
- Northern Ireland Smartpass
- EU National Identity Card
- Photographic Blue Badge (Disabled Parking Permit)
- Construction Industry Photocard
- Firearms Certificate or Shotgun Licence



Address Verification

- Bank statement
- Utility bill
- Credit Card Statement
- HMRC Correspondence

Junior accounts



Junior members (children aged 15 years and under*)

Will require:

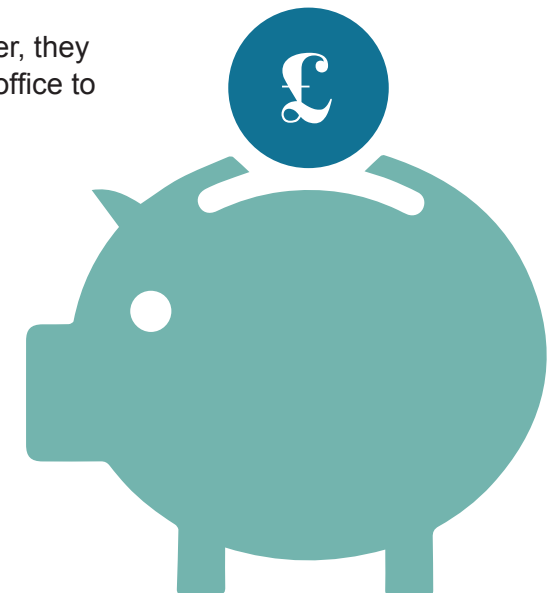
- Photographic ID and proof of address for the parent/ guardian (*as listed on page 4*) along with
 - Childs long birth certificate
- Or
- Childs passport



*If the child is 7 years or older, they also must be present in the office to sign the application form.

School Savings

We offer a school savings scheme within the credit union- for more details contact the office on (028)7964 2918.



Shares/ Savings

An important aspect of the Credit Union is encouraging our members of all ages to save. By doing this our members:

- Build a pot of savings that can go towards future occasions, emergencies, or as a nest egg for later years.
- Earn an annual dividend*
- Eligible savings have Life Saving Insurance (see page 15 for more information)

Monies can be paid in by cash, cheque (made out to member), debit card over the phone or in the office, by bank transfer/standing order or online using the app.

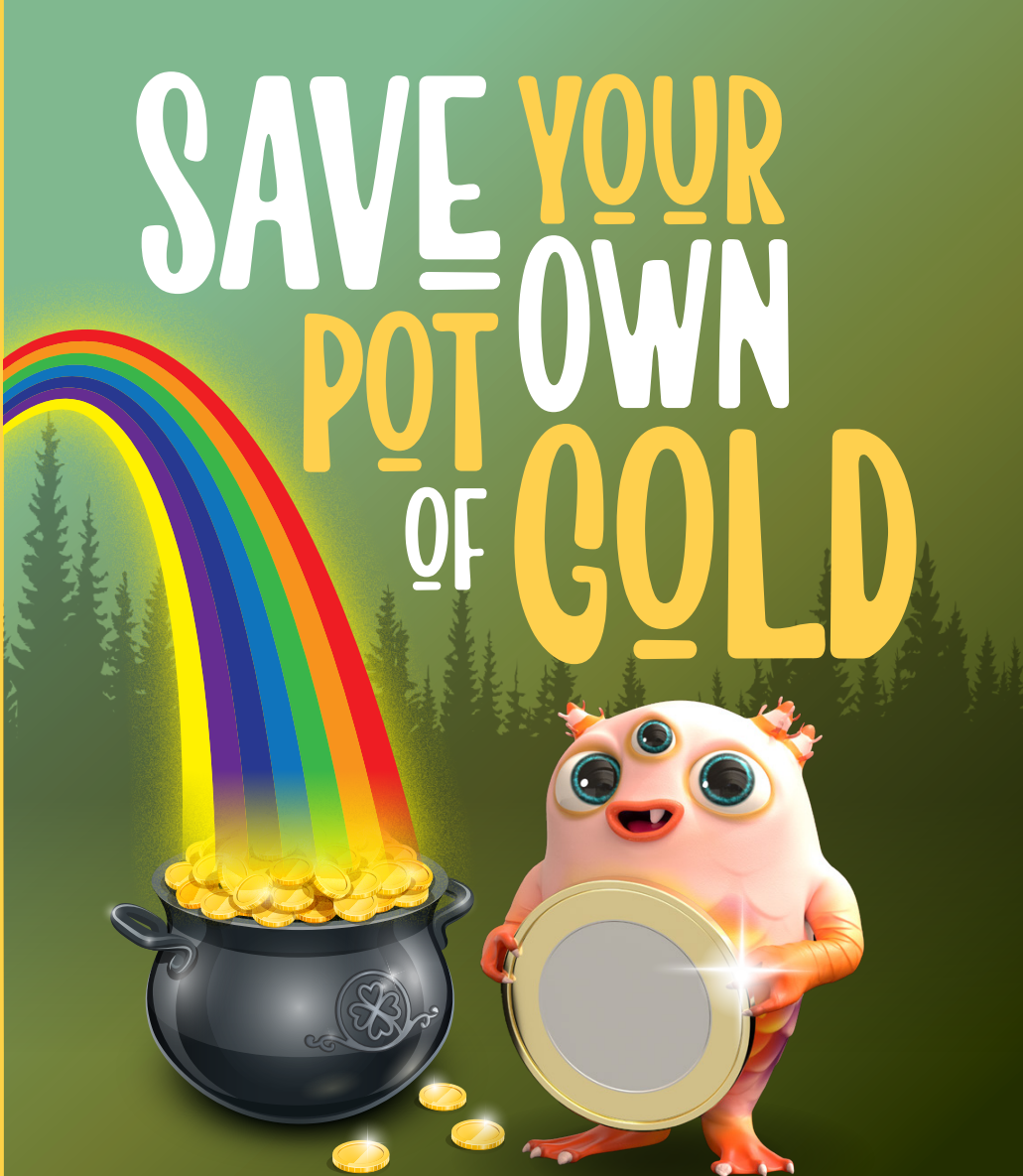
The maximum savings in a Member's account is £15,000 and in a junior account is £5,000.

* dividends are not guaranteed

Withdrawal of Shares

Shares can be withdrawn from a Members account by cash, cheque or bank transfer. Money can also be transferred externally or internally using our online facilities. Shares pledged against a loan cannot be withdrawn.

Your Life Savings Insurance may be affected when you withdraw your savings - a member of staff will discuss your options with you to ensure you understand if required.




SAVE YOUR POT OF OWN GOLD

Open a Savings Account with Carnglen Credit Union Today!

For more information visit carnglencu.com

Carnglen Credit Union Limited is authorised by the Prudential Regulation Authority, and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Registered Address: Carnglen Credit Union Limited 24 Coleraine Road Maghera Derry BT46 5BN.



IMAGINE MORE

Loans

Why should you apply for a loan with Carnglen Credit union:

- Your shares and Life Savings Insurance remain intact
- Your loan is covered by Loan Protection Insurance (subject to policy conditions)
- No admin charges, hidden fees or transaction charges
- Interest rates are fair, reasonable and capped by law. Furthermore, any interest rebate approved at the AGM effectively reduces APR
- Repayments are calculated on your reducing loan balance so you pay less interest as your loan decreases.
- You can pay off your loan early, make extra payments and make lump sum payments without penalty
- By borrowing you are building up a credit history with the Credit Union
- The maximum loan a member can apply for is £15,000 above your shares

LOAN EXAMPLES

Loan Amount	APR	Period	Weekly Repayment	Total Repayment	Total Interest Paid
£500	12.68%	12 months	£10.21	£530.92	£30.92
£1,000	12.68%	12 months	£20.42	£1,061.84	£61.84
£2,500	12.68%	24 months	£27.04	£2,311.93	£311.93

Loan approval process

All active members of Carnglen Credit Union over the age of 18 may apply for a loan. Our loan approval is in accordance with our loans policy. Loan approval is mainly based on the members affordability but other factors such as shares and the members history with the credit union are also taken into consideration. If you are applying for a loan covered by shares our loan officers can normally approve it then and there.

If a loans officer is unable to make a decision the loan application will be referred to our credit committee for a final decision. We normally aim for a 48 hour window if loans are passed to the credit committee.

How do members apply for loans?

- Phone and speak to a loans officer
- Apply over by phone and speak to a loans officer
- Apply on-line via our website www.carnglencu.com or on the app where supporting documentation can be uploaded.

The loans officer or Credit Committee may ask the member to provide supporting documentation such as 2 months recent bank statements, payslips etc. The members income, outgoings and debts will be considered during the application process.

The member is then notified by text or phone call if the loan has been approved.

Unfortunately, we may have to decline an application for a loan - this can be due to a number of reasons such as the amount being too high for a person to afford. We'll always work with our members to help if we can

How is loan interest calculated?

- Interest is calculated on the members outstanding loan balance daily
- Each time a member makes a loan repayment, the interest due at that date is paid first with the balance of the payment reducing the capital amount owed.

IMAGINE MORE WITH CARNGLEN CREDIT UNION



**In the community, playing no small part.
You might just find that we're right at its heart.**

**We don't run for profit, or fame or for clout. We put
our members first – it's what we're about. So your
local credit union is the place you should go from
loans to daily banking – we're the ones in the know.**

Call: 028 7964 2918

Email: admin@carnglencu.com

Visit: carnglencu.com



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Dividend & Interest Rebate

Credit Union members look forward to receiving their annual dividend and, after it has been decided at the AGM. These returns are dependent upon the Credit Union's end of year financial accounts and the amount of surplus available for distribution. The procedures for determining the surplus available and how a credit union distributes it to members is set out in the Standard Rules to which all the credit unions affiliated to the Irish League of Credit Unions adhere. If surplus exists, a credit union may: redistribute it to members who save in the form of a dividend, and/or redistribute it to members who borrow in the form of an interest rate rebate.

Who decides how the surplus is distributed?

The Board of Directors will make a recommendation on the distribution of the surplus to the members at the AGM. The membership can either vote to accept or reject the proposal. However, they can only reduce the recommendations; they cannot increase it. The dividend rate and/or interest rate rebate (if applicable) is then credited to each member's shares.

For more information please contact a member of staff.

Death of a Member

Carnglen Credit Union offer a nomination facility for our members to provide for your loved ones after you have gone.

What is an estate?

An estate is all of the deceased's possessions, property and money. How the estate is divided up or disbursed will depend on whether or not the individual left a valid will and/or valid Credit Union nomination.

Next of Kin Nomination:

This is your opportunity, as a member of Carnglen Credit Union, to designate the person/persons you wish to receive up to £20,000 of your credit union shares including accrued interest in the event of your death. Amounts over the £20,000 will go back to the member's estate for disbursement according to the terms of the will or, if there is no will, the rules of intestacy. Probate (see below) must be extracted on amounts over £20,000. You must update your nomination if you marry, divorce, or in the event of the death of the beneficiary. A properly completed Nomination takes precedence over a Will.

Probate and Letters of Administration:

Probate is a judicial certificate naming executor(s) who will administer the estate. If there is no Will, Letters of Administration are obtained which name the personal representative of estate who will administer it.

When a Credit Union member dies, what happens to their shares and loan balance?

When a member of Carnglen Credit Union dies, the next of kin should notify our offices to arrange a convenient time to bring in the deceased's passbook and death certificate. Our staff member will review the deceased's account and inform you if there is a valid Nomination. If there is a valid nomination, we can discuss the deceased's account and any insurance benefit due with the nominee only. Payment of any insurance claim is at the discretion of the ECCU, our insurance company.

Each situation is different.

Insurance Products

Life Savings Insurance

Carnglen Credit Union provides FREE Life Savings Insurance to all eligible members. A member is eligible for cover if the following applies:

- They are under the age of 70
- They are actively at work, or if not working, in good health when becoming a member.
- The amount of insurance to which a member is entitled is in proportion to the amount of savings the member has and depends on the member's age at date of lodgement.

Subject to a maximum of £15,000, every £1 you save before the age of 55 provides £1 of insurance. Once you are over the age of 55 each £1 you save with the Credit Union provides the following benefit:

- £1 saved between ages 55-59 provides £0.75 insurance
- £1 saved between ages 60-64 provides £0.50 insurance
- £1 saved between ages 65-69 provides £0.25 insurance

No insurance is payable on amounts saved after a member's 70th Birthday.

Once earned the insurance remains intact as long as you leave your savings in your account (this is why, if eligible, you may be advised to take a loan). Withdrawals may affect the amount payable, depending on the age of the member.

Loan Protection Insurance (LPS)

If you have an outstanding loan balance at the time of your death the loan balance will be cleared in full, subject to policy conditions in adherence with our Insurance Company. This means that the outstanding loan balance does not fall to next of kin or is deducted from any shares on the deceased member's account. To be eligible members must be under the age of 85 and fit to follow their usual duties.

Death Benefit Insurance

If a member has joined the Credit Union before the age of 70 and in good health, they are eligible for the Death benefit insurance. Carnglen Credit Union pay this premium for our members and upon death £2000 can be paid out to whoever pays the funeral bill on issue of receipt or can be paid directly to the funeral company.

Foreign exchange

Carnglen Credit Union holds a stock of Euros. These are commission free to our members. For larger amounts we would ask that our members give us 48 hours to ensure we have enough.

All other foreign currency can be ordered 48 hours in advance and is also commission free to our members.

Oil Stamps

Along with Mid-Ulster District Council, Carnglen credit Union offer the oil stamp scheme. Members can obtain a card for the stamps from the office and each oil stamp is £5. This allows members to budget for their oil instead of paying it in one lump sum.

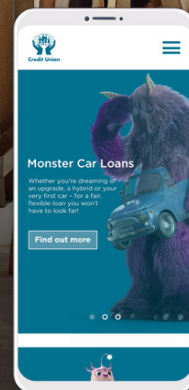
Standing Orders:

Many of our members choose a standing order to make regular payments to their loans or savings. To set up a standing order you can call to our office to complete a form or receive the account details for payment by phone so you can set the payment up from your online banking service

Debit Card Payments:

We have the facility to accept debit card payments to a members account by phone, in the office or online via our website.

IMAGINE MORE WITH THE CARNGLEN CREDIT UNION APP



Imagine More. Do More.
By app, by phone and in branch.

Download the Carnglen
Credit Union app today.

GET IT ON
Google Play

Download on the
App Store

FOR MORE INFORMATION VISIT
www.carnglencu.com

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IMAGINE MORE

Home Improvement Loan

Amount	Term	Monthly Repayments	Amount of Repayments	Total Repayment
£3,000	3 years	£99.59	36	£3,584.99
£5,000	3 years	£165.99	36	£5,974.94
£10,000	5 years	£222.23	60	£13,331.52
£15,000	5 years	£333.34	60	£19,997.39

12.68% APR. Loans are subject to approval, terms and conditions apply. Carnglen Credit Union Ltd is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.



Why Volunteer with your Local Credit Union:

- You have specific skills that you feel your Credit Union would benefit from.
- To gain experience and build on skills that can help enhance your CV.
- To meet new people and expand your social and professional network.
- An opportunity to learn about the organisation and give back to your community.

If you are interested in becoming a Volunteer then contact our office:
028 7964 2918 or
admin@carnglencu.com



Have you made a nomination on your account?

Did you know?

- ▶ As a credit union member (aged over 16 years), you can nominate a person(s) to receive the proceeds of your account up to a maximum of £20,000 on your death (any excess of this amount will fall to your estate).
- ▶ Your nomination falls outside of your will so the proceeds will not be subject to a lengthy probate process and may be paid directly to your nominee(s).
- ▶ You may change your nomination whenever you like, you may do so by completing a nomination form in your credit union.
- ▶ The option to make a nomination is exclusive to credit unions, you cannot avail of this option in your bank.

Points to note

1. Have you married/entered a civil partnership or divorced since completing your nomination? If so, that nomination is no longer valid. **But:** if you have separated from a nominated spouse, your nomination **DOES NOT** cease.
2. If your nominee(s) dies in your lifetime, your nomination is automatically revoked and you may wish to update it accordingly.
3. Making a new nomination will revoke any previous nomination(s).
4. If your personal circumstances have changed, and you are concerned about your nomination, you should speak to a staff member of Carnglen Credit Union.

WHY ARE CREDIT UNIONS DIFFERENT?



NON-FOR PROFIT

They are not-for-profit democratic financial cooperatives owned by all of their members.



FLEXIBILITY

They offer flexibility regarding loan repayments - a loan can be paid back earlier without any penalties or it can be restructured if there is a change in a borrower's circumstances.



NOMINATION OF ACCOUNTS

Senior members can nominate who is to receive the property of their accounts with the credit union upon death. Having a nomination means that your property left in the credit union (up to a max. £10,000) will not have to pass through the sometimes timely probate or intestacy process.



LOANS & SAVINGS ARE INSURED

Loans and savings are insured at no direct cost to an eligible member. Loans are insured by the credit union's own policy at no direct cost to members. This is designed to pay off a loan in the event of a borrower's death - subject to terms, conditions and eligibility criteria.



NO HIDDEN FEES

Credit unions have no hidden administration or transaction fees.



COMMUNITY

Credit unions are committed to their local communities and provide support to local youth initiatives, charities, sporting clubs and cultural events.



We are Lending!

**Contact our office to see
how we can help you, make
your dreams come true!**

T: 028 7964 2918

E: admin@carnglencu.com

We are Online:

Members can access their account by logging on to

www.carnglencu.com.

PINs can be sent out by post or by phoning the office.

Here members can:

- View balances
- Make external and internal transfers
- Obtain E-Statements
- Pay bills
- Make payments by Debit card to their account
- Apply for a loan
- Upload documentation.



Our mobile phone App

is now available to
download from the Google
and Apple Stores





24 Coleraine Rd, Maghera BT46 5BN

TEL: 028 7964 2918