

MEMBERSHIP 2023

NOT FOR PROFIT, NOT FOR CHARITY
BUT FOR SERVICE

WELCOME BOOKLET



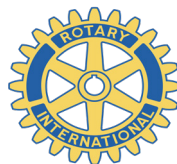
DUNGANNON

CREDIT UNION LIMITED

Dungannon Credit Union Ltd

Serving the local community for nearly 60 Years

Dungannon Credit Union is delighted to be able to provide support to all of the named Charities & Community Groups in Dungannon, on behalf of our Members, so far in 2023!
We could not offer this support without all our Members.



OPENING HOURS

Tuesday - 9am - 4.30pm
Wednesday - 9am - 1pm
Thursday - 9am - 4.30pm
Friday - 9am - 4.30pm
Saturday - 9am - 1pm

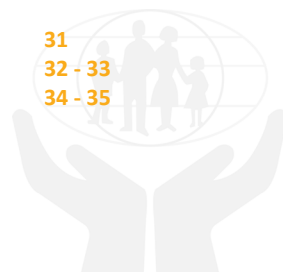
☎ 028 8772 3729
✉ info@dungannoncu.com
🌐 www.dungannoncu.com
📍 28 William Street,
Dungannon
BT70 1DX



Registered Address: 28 William Street, Dungannon, BT70 1DX T: 028 8772 3729
Dungannon Credit Union Ltd is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. FCA Registration Number 573858.

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Welcome
... Sveiki atvykę!
bem-vindo!
...Witam

WELCOME TO DUNGANNON CREDIT UNION

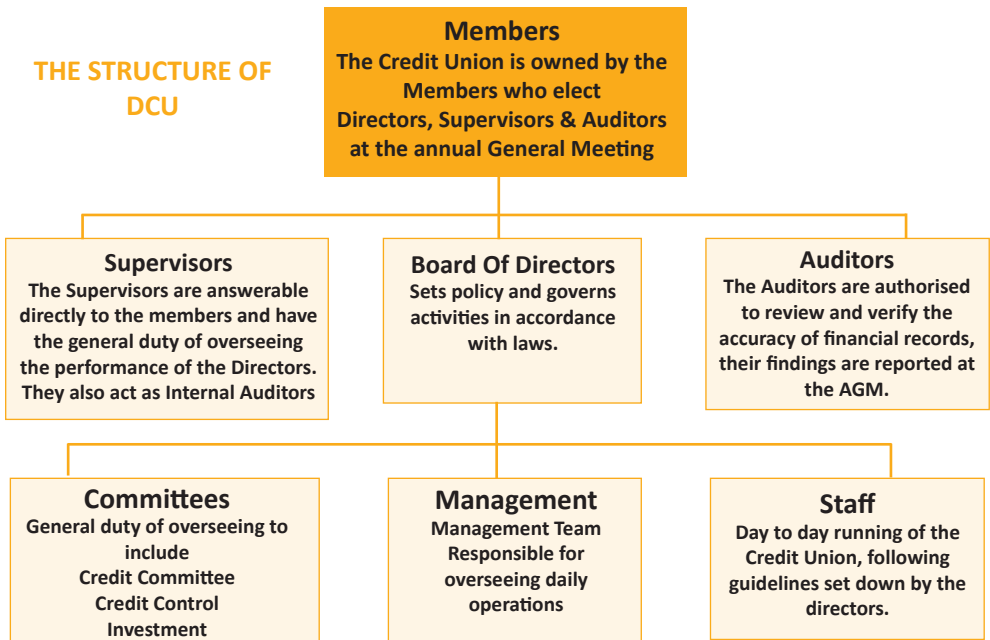
In this membership booklet we outline all the important information, products and services we offer and helpful tips so you get the most from your Credit Union membership.

ABOUT US

Since 1964 when Dungannon Credit Union was formed, it has gone from strength to strength, helping its members over the years to overcome the problems and pressures of everyday life. Unemployment, low wages, sickness and the many other causes that have led to financial difficulties now include the current cost of living increases. Over the years living standards have improved and the Credit Union continues to grow to meet Member varying financial needs.

Nowadays members use DCU to fund their holidays, cars and home extensions. Since 1964, Dungannon Credit Union has grown into an organisation that currently has over 10,000 members, £32 million in savings and £7 million in loans to its members.

THE STRUCTURE OF DCU





The Best Choice For You

Dungannon Credit Union is a community led and community serving organisation. We are owned by our members and work to financially help those in our common bond.

This is the Credit Union Difference, making us the best choice for you and your family.



Credit Unions ranked as Number One in 2023 RepTrak® study (Posted on: 10th May 2023)

Credit Unions have been ranked as number one among the top one hundred most highly regarded organisations in Ireland, in the Ireland RepTrak® 2023 annual study.

....“The RepTrak survey emphasises attributes such as trust and respect, which are core to the ethos of credit unions which are locally owned, and, or managed. We are proud to be at the heart of communities nationwide working towards a more inclusive society, where no one is left behind.

“As we look to the future and the development of our offering to communities, this achievement is an important barometer of the sectors success to date and future opportunity for credit unions and those that we serve across Ireland”

“ Not for Profit, Not for Charity,
But for Service. ”



The Mission of Dungannon Credit Union is to promote the financial well being of it's members.



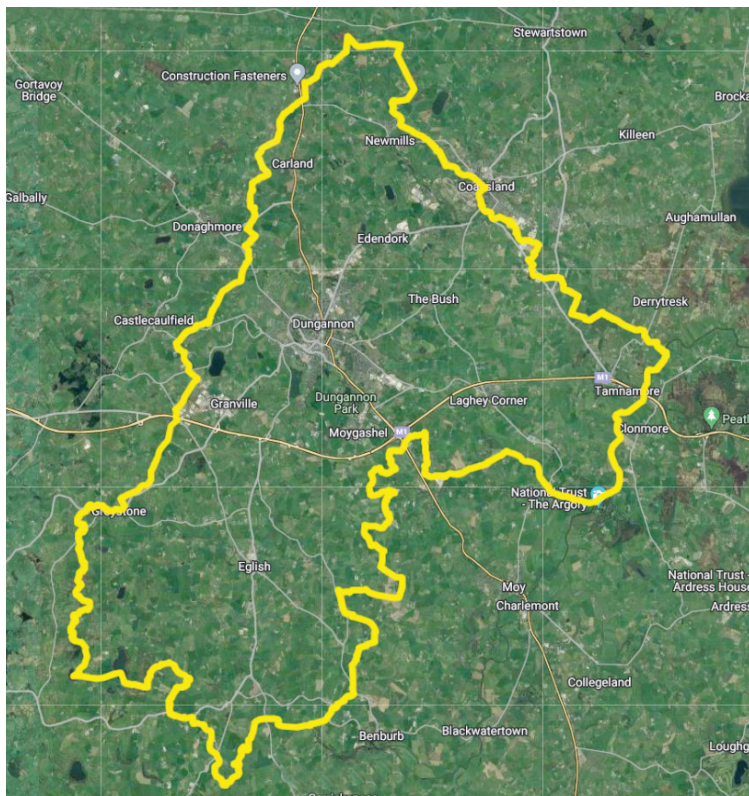
HOW DO I BECOME A MEMBER

Am I eligible for an account with Dungannon Credit Union?

You are eligible to become a member of Dungannon Credit Union if you are over 16 years old and live **OR** work inside our Common Bond map below.

What is a Common Bond?

A Common bond is a thread which unites all members of a credit union. It defines the area within which the Credit Union operates. For more information call 028 87723729 or email info@dungannoncu.com



THE TOWNLANDS INSIDE THE DCU COMMON BOND.

■ Parish of Drumglass

■ Parish of Eglis

Aghakinsallagh Glebe
 Agharan
Annagh
 Annaghbeg
 Annaginney
Ballymackillduff
 Ballymenagh
 Ballynakilly
 Ballysaggart
 Balynorthland Demense
 Bernagh
 Blacktown
 Bloomhill Demense
 Bogbane
Boland
 Bovean
Brossloy
Cadian
Carrowbeg
Carrowcolman
Carrycastle
 Cavan
Clogherny
 Coash
 Cohannan
 Congo
 Coolcush
 Coolhill
Coolkill
 Cornamucklagh
Cornmullagh
 Corrainey
 Cottagequinn
 Creenagh
 Creevagh Lower
Crew
Crossteely
Cruminagh
 Cullion
 Culnagor
 Culnagrew
 Curran
Curran (part of Curran)

Derraghadoan
 Derry
Derrycreevy
Derryfubble
 Derrygally
 Derrygally Demesne
Derrygoonan
Derrygortrevy
Derrylattinee
 Derrymeen
 Derryveen
 Derrywinnin Glebe
 Doras
 Drain
 Dreemore
 Drumard
 Drumard Cross
 Drumaspil
 Drumcoo
 Drumcrow
 Drumcnagh
 Drumey
Drumgormal
 Drumharrif
 Drumhorrack
 Drumkee
 Drumard Glebe
 Drummuck
Drumna moless
Drumnashalogue
Drumnastrade
Drumskinny
Dunamony
 Dungorman
Dunseark
 Edendork
 Eskargh
 Farlough
 Feroy
Finelly
Garvaghy
 Glassmullagh
 Glenadush

Glencon
Gort
 Gortin
Gortmerron (Eglis)
 Gortmerron (Drumglass)
 Gortnaglush
 Gortnaskea
 Gortrea
 Gortshalgan
 Keenaghan
Killybracken
 Killybrackey
 Killylack Glebe
 Killymaddy (Knox)
 Killymeal
 Killyneill
 Killyquinn
Kilnacart
Kilnagrew
 Kinego
 Kingarve
Knockarogan Glebe
Knocknacloy
 Laghey
 Lederg
Legilly
Lisbancarney
Lisgobban (part of Lisgobban)
Lismulrevy
 Lisnaclyn
Lisnacroy
 Lisnagowan
 Lisnahoy
 Lisnahull
Lissan
 Lowertown
 Lurgaboy
 Mineveigh
Mossmore
 Moygashel
 Moyroe
Mulboy
 Mullaghanagh
 Mullaghconnor Glebe

Mullagh daly
 Mullaghdrolly
 Mullaghduin
Mullaghlougfield
 Mullaghmarget
 Mullaghmore
 Mullaghteige
Mullybrannon
Mullycar
Mullycarnan
 Quintinmanus
 Ranaghan
Roan
 Ross Beg
 Ross More
Sanaghanroe
 Sessia
Shanmoy
 Stangmore
Stiloga
 Stughan
 Syerla
 Tamlaghtmore
 Tartlaghan
 Tempanroe
Terryglassog
Terrysscollop
 True
 Tullycullion
 Tullydonnell
Tullygiven
 Tullygun
Tyhan
 Whitetown
 Woodhill



SAVINGS
Secure saving
accounts up to
£15,000

LOANS
Loans offered at
reasonable interest
rates and tailored to
fit each members'
needs.

**INSURANCE
BENEFITS**
Range of different
Insurance
benefits.

SERVICES
Online App &
website to transact.
A local office- with
convenient
opening.

BENEFITS OF MEMBERSHIP

- No transaction fees.
- Flexible opening hours, including Saturday until 1pm.
- Work to help the local community by offering affordable, ethical lending.
- Savings are fully secured by FSCS. (See page 34)
- Offering a wide range of services both Online and in the Office.
- Free insurance benefits on Loan, Savings and Death Benefit (See page 16)
- Online services such as Website and App to carry out transactions and transfer money on the go.
- Return on savings with annual dividend (See page 11)
- Return on loan repayments with loan interest rebate.

** It is important to note both dividends and interest rebate payments are dependent on our financial performance throughout the year and are not guaranteed.*

LIFE SAVINGS INSURANCE NOMINATIONS

A Nomination is a legally binding, written instruction that tells the Credit Union what to do with your savings following your death. One of Dungannon Credit Unions member benefits is the life savings insurance it offers. In the event of Members death, the contents of the account alongside the respective insurance will be paid to the nominee(s) for the account.

- A Nominee provided must be over the age of 18.
- The Member will be asked to nominate the person(s) they wish to receive their estate in DCU (i.e. their savings including any insurance payable) in the event of their death.
- It is important to update the nomination(s) if circumstances change, e.g marry, divorce or if beneficiary dies. See page 29 for more information.

HOW TO OPEN A MEMBER ACCOUNT

Contact the office on 028 8772 3729 and any staff member will be happy to talk you through the initial steps of becoming a member. A member of staff will schedule an appointment if required. Walk ins are welcome, subject to staff availability and provided the member has brought the required documentation (please see below)

- **Your application needs to be supported by 2 documents:**
- **1. Photographic ID (e.g. Passport / Drivers Licence) and**
- **2. Address Verification (e.g. Bank Statement / Utility bill dated within the last 3 months)**

Please bring these documents along with you. Other combination of documents can be provided, please see list below or contact us at the office to discuss.

Please note that one document cannot be used for both photographic identification and proof of address. *All acceptable address verification should be dated within the last 3 months.

PHOTOGRAPHIC ID

1. Current Valid Passport (all countries)
2. Current UK/EU/US/Canadian/Australian Photocard Drivers Licence
3. EU National Identity Card Photocard
4. Citizen Card
5. Electoral ID Card
6. UK Disability Blue Badge with photo
7. Translink Smart and Senior Smart Pass

ADDRESS VERIFICATION

1. Current UK/EU/US/Canadian/Australian Photocard Drivers Licence
2. Bank/Building Society/Credit Card/Credit Union/Mortgage Statement/E Statement
3. Utility Bill / E Bill for fixed utility (*mobile / dongle bills not acceptable)
4. HMRC / Government Body correspondence (quoting NI number)
5. Local Authority Correspondence (e.g rates/council tax notice)
6. Medical Correspondence from Hospital/Doctors Surgery (quoting H&C Number)

CHANGING ADDRESS

It is vital that we have up to date Proof of Address for all our members, therefore if you move its important you let us know as soon as possible. To change your address, we will require you to come into the office, providing us with a proof of your new address, like a bank statement or utility bill. This helps us keep your account as safe as possible.

MEMBERSHIP FEE

A £1.00 membership fee will be payable at account opening. By maintaining a minimum balance of £5.00 you will be an eligible member with voting rights.

At the Annual General Meeting, you have a voice in how you would like to see your Credit Union progressing, elect officers and approve Dividend and Interest Rebate rates.



HOW TO SAVE

*Regular Shares

The Regular Shares account is your main credit union account. A minimum of £5 must remain on deposit in your account to retain your Credit Union Membership. The shares in this account may be used as security against any loans issued.

*Easy Shares

Easy Shares is a separate sub account that can be accessed at any time and not pledged against any loan. This account enables members to save for any occasion and budget more effectively.

***£15,000 is the total maximum share limit across all accounts.**

MAKING A PAYMENT

You can pay your account in several ways including over the counter by cash, cheque, debit card, by standing order / online transfer from your bank, or by using our online services on our website and App.

*** Withdrawals can be made using our website or App.**

Standing Order- Savings Only

If you want to set up a new regular repayment, please email info@dunganncu.com. Include your member number and contact details and we will contact you to process your request. Or call into the office and a member of staff will be happy to set this up. A signature is required in office.

Bank Transfer/ Card Payment

Create DCU as a beneficiary on your online banking app and pay money into your CU account. Please remember to include your member number in the payment reference field

Cheque

Cheques can be accepted and must be made payable to Member, however, please allow up to 10 days for clearing and access to the funds.

Direct Debit *Repayments on your loan.

If you wish to set up a new regular repayment, please email info@dunganncu.com. Include your member number and contact details and we will contact you to process your request.

*Direct Debit will only be used in regard

Debit Card Payments

You can make a payment using your debit card on our online member services section of our website or by telephone on 02887723729

WITHDRAWALS

A member who has shares in excess of a loan or no loan account may withdraw part or all of his/her savings at any time, either in the office or using their online account. When a member is granted a loan in excess of the amount of savings at that time, those savings become pledged and may not be withdrawn.

Dependant on Member instruction at the loan issue stage, any additional lodgements may be available for withdrawal.

Forfeit of shares

If you fail to maintain the minimum balance of £5 in your account, you lose your voting rights and the remaining funds may be forfeited to central funds. These funds can be reclaimed at any time by visiting the office and providing Account details with Photo ID.

What happens If a member cannot access their savings account?

If you experience any change in circumstances, please contact us at the office.

IT Services disruption

On the rare occasion our IT Online Services are disrupted you will find up to date information on our website and social media.

Closing an Account

Should you decide to close your account, please call in to our office, bringing a form of current Photographic ID (normal withdrawal procedures apply) and your balance will be returned to you as part of the account closure.

ANNUAL DIVIDEND

The annual dividend is a benefit which we offer our valued members through the surplus of income we make throughout the year. As we are a member owned non-profit driven organisation we strive to deliver as high a dividend as possible, with figures announced each year at the AGM and deposited in the members' savings accounts the following morning.

In December 2022, we paid 0.65% dividend on members savings.

**** It is important to note both dividends and interest rebate payments are dependant on our financial performance throughout the year and are not guaranteed.***

AFFILIATION FEE

On Dividend / Interest Rebate Posting Day (usually in December) each year, an affiliation fee of £1.25 will be debited from each members account. This fee represents member contributions toward the affiliation fees paid by Dungannon Credit Union to the Irish League of Credit Unions.



DUNGANNON CREDIT UNION ONLINE

- Stay in control of your finances no matter where you are and at any time.
- Move money between your CU accounts
- Move money to your bank accounts
- Check your balances
- Get your e-statement

Online Registration Instructions

The Online & Mobile Banking App Facility is available to all members who have registered at www.dungannoncu.com and received their PIN to log in.

To receive a PIN you will need to complete our registration process.

A PIN can be issued in the office via SMS or will be sent out by post following registration.

How to Register for your PIN - 3 Easy Steps

1. Go to www.dungannoncu.com and click the 'REGISTER FOR ONLINE ACCESS' button on the homepage to use our App
2. Complete all details in the form.
3. Click the 'Submit Form' button.
4. Once verified you will be contacted by us to receive your PIN by either:



SCAN ME

COLLECT PIN IN OFFICE

PIN will be printed and given over counter or posted to you.

*Note this PIN cannot be changed

RECEIVE PIN VIA SMS

Following verification code being sent a Temporary PIN is issued via SMS

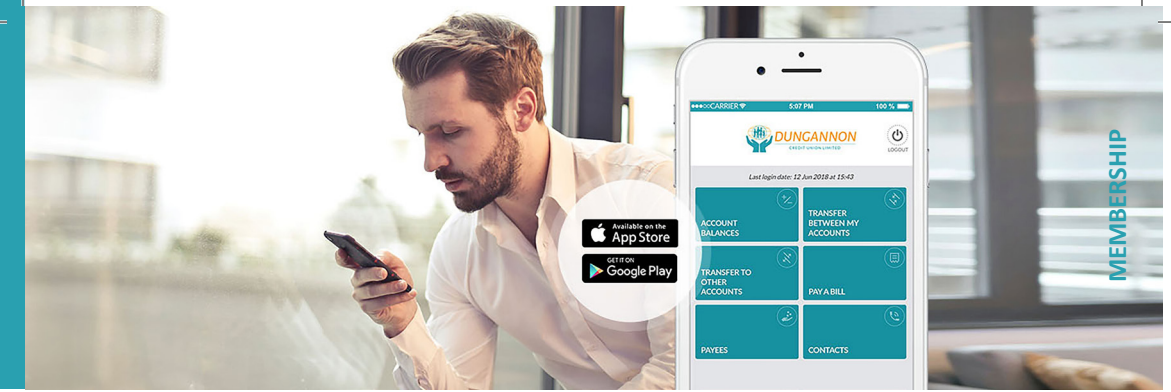
* PIN will only be valid for 24hrs.

Following initial log in Member has option to change PIN.

How to use your PIN

1. Go to www.dungannoncu.com
2. Click 'LOG IN' button on the homepage to use our App
(Only click Register if you do not have a PIN)
3. Type in your Member Number (Do not include the letter)
4. Type in your Date of Birth
5. Type in the three missing numbers from your 6 digit pin.
6. Once logged on you will be given option to 'LAUNCH NOW'
7. A Blue line will appear at top of screen asking you to verify your phone number
(Click it and you will receive text code to enter)
8. Once you have successfully verified your phone number, you can download the app.
9. You can now view balances, transfer money to and from your bank account.

***Please note transactions will not be instant.**



Mobile Banking App

1. Search for 'Dungannon Credit Union' on Android or Apple Store.
2. Download the App to your mobile device.
3. Follow on screen steps to activate the App on your mobile Device.



Website

*If you wish to lodge or withdraw money online, our website can facilitate this.

Mobile App

If you wish to make a withdrawal download our App.

Transaction Cut Off Times:

*Please note transactions will not be instant.

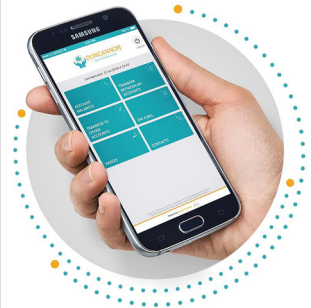
Payments are processed Monday - Saturday but are dependent on Bank clearing schedules and may be delayed due to Bank holidays.

Please speak to a member of staff for more information.

If you forget your PIN, follow these steps:

- Click on the 'Forgot Pin' Option on app OR website
- Enter Information
- New Pin will be sent out by post
- Alternatively phone the office on (028) 87723729 and following verification a PIN can be sent by SMS.

Members are also welcome into the office with photographic ID and a new pin can be issued over counter.





MINOR DEPOSIT ACCOUNTS

Minor Account Explained

If you have opened an account with us and would like your child to also receive the benefits of membership with DCU, we can provide you with a Minor Deposit Account for your child.

Benefits

A saving account will:

- Give children a sense of importance, responsibility and add a 'real-world', feeling to their savings.
- Helping your children save from as early as possible will not only set them up for the future, but teaches them important planning, budgeting and money management skills - giving them vital building blocks needed throughout their lives.
- The credit union is personable, community based, and is a perfect place for children to open their first savings account.

How to Open a Childs Account

If you are a parent/guardian, you can open a Minor saving account for the child, if they're under the age of 16.

In order to open this account, you will need:

- Child's long birth certificate
- Photographic ID of the parent/guardian opening the account
- Proof of address (Dated within the last 3 months)



OPEN A MINOR CREDIT UNION SAVINGS ACCOUNT TODAY.

We believe it is important to introduce children to the Credit Union at an early age, using our Gr8 Savings scheme.

Before the age of seven, money can only be withdrawn from the account by the parent/ guardian who signed to open the account. After this, until the age of 16 the child is considered a juvenile and signatures of both the child and adult are required for any withdrawal.

When the minor turns 16 the account will be transferred to an adult member account. At this time, they will be invited into the office to update their account. After all paperwork has been completed the 16-year-old will have sole access to the account and the money held in it.

Walk ins are welcome, subject to staff availability and provided that the member has brought the required documentation.

How To Save

Minors are welcome in the office to make deposits.

Parent/Guardian can also deposit into Minor account in the office.

Parent/Guardian can also send funds online into Minor account from their own account online.

The funds held in the Minor Deposit Account are to be used to the benefit of the minor only.

Savings balances for minor accounts cannot exceed £3000.

Online access - A parent or guardian can apply for a PIN on behalf of the minor for access to view the account balance only. No transactions can take place online.

How to Close the Account

Before the age of seven the account can be closed by the parent/ guardian who signed to open the account. After this, until the age of 16 the child is considered a juvenile and signatures of both the child and adult are required for any closure.

LOOK OUT FOR ANNUAL COMPETITIONS

DCU is involved in the Annual Schools Quiz and Art Competition in liaison with the ILCU





INSURANCE BENEFITS FOR OUR MEMBERS

**Not for Profit, Not for Charity,
But for Service.**

Death Benefit Insurance (Paid by DCU*)

- Death Benefit Insurance (DBI) is available to anyone who joins DCU before the age of 70 and is in good health. Member eligibility can be confirmed at a later date upon evidence of full recovery. Please ask staff for more information.
- DBI is only payable if the member has a minimum of £100 in his/her account at the date of death (It is strongly recommended that the member maintains a savings balance of £100)
- DBI provides £2,000 of insurance cover to help reduce the funeral costs of our members. The annual premium for the insurance this year is £18.46.

Dungannon Credit Union currently pays the premium as an operational expense for our Members.

*What if I don't have enough in savings?

If you wish to be covered under the DBI scheme, but don't meet the qualifying criteria, you can still avail of this insurance by paying the necessary premium on an annual basis. Ask any staff member for more information.

*Insurance is underwritten by ECCU Assurance Company Limited. (ECCU is owned by the Irish League of Credit Unions (ILCU) under trustee arrangements.

Life Savings Insurance (Paid by DCU)

Dungannon Credit Union, like other Credit Unions affiliated to the Irish League of Credit Unions, offers its Members an additional incentive to save regularly and maintain savings with DCU, at no cost to the Member.

Every pound which you save, up to the age of 55, in the event of your death is doubled (provided that you do not withdraw your savings).

This applies to a maximum savings value of £10,000 and is payable to the person you have named on your nomination form.

Savings made between the ages of 55 and 70 still receive an insurance premium, but the amount that is applied reduces as the Member gets older as shown in the table below.

Savings lodged on or after the member's 70th birthday are not covered by this insurance.

*Any Share withdrawals made after the age of 55 will affect your life savings protection

Every £1 saved before the age of 55	Provides £1 of insurance
Every £1 saved between the age of 55-59	Provides 75p of insurance
Every £1 saved between the age of 60-64	Provides 50p of insurance
Every £1 saved between the age of 65-69	Provides 25p of insurance



Members discount



Your Credit Union have partnered up with AXA Insurance to provide a benefit scheme just for you. It's open to all members and their spouses, if they live at the same address, and will stay in place for the life of the policy.

Visit axani.co.uk/creditunion, click 'Get a Quote' and the promotion code will be automatically applied to your quote.

If you need more information, drop into your local branch or ring us on **02892 445566**. Just let us know you're a Credit Union member to get the discount.

We look forward to looking after your insurance needs.

Car Insurance

15% discount

Plus **Free Car Rescue** with optional Lost Key Insurance for £11.20

- ▶ Free Car rescue (Terms & conditions apply)
- ▶ 15% discount off your car insurance
- ▶ Optional lost key insurance for £11.20
- ▶ Available for both new and existing customers
- ▶ Offer extends to spouse as an added benefit

Home Insurance

10% discount

Plus an **extra 10% discount** for AXA car customers

- ▶ 10% discount off your home insurance
- ▶ Further 10% discount if you have a car insurance policy with AXA
- ▶ Available for both new and existing customers
- ▶ Offer extends to spouse as an added benefit

What else can we offer?

- ▶ Multiple channels to contact us.
- ▶ Local, friendly claims and customer service with branches across Northern Ireland.
- ▶ Cross-over discounts on our Home and Van products.
- ▶ Manage your own account online with MyAXA.
- ▶ Great cover at competitive prices.
- ▶ Other great benefits apply within our standard car product.

**Credit Union
Member
Discount**

AXA Insurance dac is authorised and regulated by the Central Bank of Ireland, deemed authorised by the Prudential Regulation Authority and subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details of the Temporary Permissions Regime, which allows EEA-based firms to operate in the UK for a limited period while seeking full authorisation are available on the Financial Conduct Authority's website.

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WHY CHOOSE A CREDIT UNION LOAN?

Credit Unions are all about responsible lending and prioritising the members financial security. There are a number of reasons why DCU is the best place to come for your lending needs.

Reasons to take a loan with DCU:

- All potential borrowers are given a fair hearing.
- Straight-forward terms and conditions.
- No hidden fees or charges.
- Competitive loan interest rates.
- More affordable compared to credit card interest rates.
- Flexible repayment plan: allowing you to repay the loan ahead of time without penalties or restructure your repayments if you are experiencing financial difficulty and can no longer afford them.
- No financial penalties or hidden costs for early repayments
- Loan Interest Rebate*
- Loan Protection insurance - at no direct cost to you the Member.

LOAN FAQs

Do I have to be a member to apply for a loan?

In order to borrow from DCU, you must be a member. However, you can make a loan application on the same day as joining, just make the staff member aware of it. Please note that the initial loan assessment may include a request for a credit report and access to at least 3 months of your bank statements to establish repayment capacity.

Are you only allowed to borrow three times your savings?

No, the maximum amount you can borrow unsecured with DCU is £20,000 above the level of your savings with us. As our maximum savings cap is £15,000, we can offer unsecured loans up to £35,000.

If I have a loan can I access my savings?

The funds in your regular shares may be used as security against any loans issued. Easy Shares is a separate account that can be accessed at any time and not pledged against any loan and this account enables members to save for any occasion and budget more effectively.

How is your interest calculated?

DCU adds interest to your loan on a daily basis and this is calculated on a reducing balance. So, as your loan balance falls, the amount of interest you're paying back also reduces. There are no early repayment fees or charges with DCU.

Our loans at a glance

Whatever your goals, a Credit Union loan is a smart way to finance them.



Standard Loans

Tier 1 - £0 - £7,499 (APR 12.63%)
 Tier 2 - £7,500 - £14,999 (APR 10.42%)
 Tier 3 - £15,000 - £35,000 (APR 8.25%)

Whether you are doing home improvements, going on holidays, have a special occasion or getting married, our standard loan is the product for you.

ENQUIRE



Winter Fuel Loan

£100 - £500 (APR 8.33%)

A short-term loan designed to spread the cost of heating your home all year round.

ENQUIRE

A Sample of what we lend for...

- Home Improvements
- Car Purchase or Repairs
- Holidays
- Weddings
- Education
- Medical Expenses
- Personal Expenses

LOANS TO SUIT YOU

Visit our loan calculator on www.dungannoncu.com to look at affordable options for your needs.

Loan Calculator

See how much you can save

Type of Loan

Standard Loan v

Maximum Loan Amount : £7,499
 Maximum Loan Term : 60 months (5 years)

Amount you would like to borrow

£ 7000

Term of Loan (in months)

36

36 months is 3 years

Repayment Frequency

Weekly Fortnightly Monthly

£ 53

APR	# Repayments	Total
12.63%	156	£8,333

ENQUIRE

This calculator is for illustrative purposes only, to give you, the borrower, an overview of the potential cost of borrowing. The Credit Union, or any of its staff, cannot be held responsible for any errors. Please note that this calculator only provides an indicative quote and actual repayments may vary.

Representative examples below of Tiered Loans available will help show you the typical costs.

Loan Type	Amount	Term	Repayment	Rate	APR	Total Amount Payable
*Tier 1	Loans up to £7,499 (Eligible for Interest rebate)	3 Years	36 Months	11.95%	12.63%	
	Example: £5,000		£166			£5,974
*Tier 2	Loans 7,500 - £14,999	4 Years	48 Months	9.95%	10.42%	
	Example: £10,000		£253			£12,163
*Tier 3	Loans £15,000 - £35,000	5 Years	60 Months	7.95%	8.25%	
	Example: £20,000		£405.00			£24,303
*Winter Fuel Loan	£500	6 Months	£85.00	8%	8.33%	£512.00

***Winter Fuel Loan**

Available at any time of the year
No top ups available
Repayable over a maximum 6 month term
Special interest rate of 8%

*** Secured Loan**

No guarantors required
This is a loan equal to cleared funds in your account that can be paid out over the counter. Your savings are then held as collateral and could even continue to grow as you pay off your loan.

TOP UP OR ADDITIONAL LOANS

Top ups are available on existing loans provided:

- Affordability needs to be established.
- Interest due must be cleared on existing loan before new loan is issued.

If the top up amount brings the Member's outstanding balance to a higher tier (See above for tiered rates). The new discounted rate will be applied to the total (outstanding balance) Member will only be entitled to the interest rebate on the Tier loan that has been cleared.

GUARANTORS

Dungannon Credit Union Ltd may, in some instances accept/require guarantors for its borrowing members.

All guarantors should understand this is a legally binding agreement and they will be responsible for full repayment of the loan balance including interest and should be only entered into after careful consideration.

The Member should understand the full implications of requesting a guarantor.

Before accepting a guarantor, we will require evidence of income/outgoings in order to assess their ability to meet their commitment as guarantor.

Loans are subject to approval. Terms and conditions apply. If you do not meet the repayments on your loan, your account will go into arrears. This may affect your credit rating which may limit your ability to access credit in the future.

MONSTER LOANS



Dungannon Credit Union Limited
Borrow up to £35,000!

ENQUIRE ONLINE OR TELEPHONE TODAY
CALL US ON 028 8772 3729
VISIT US AT WWW.DUNGANNONCU.COM

Loans are subject to approval. Terms and conditions apply. If you do not meet the repayments on your loan, your account will go into arrears. This may affect your credit rating which may limit your ability to access credit in the future. Dungannon Credit Union Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Registered Address: 28 Wilm Street, Dungannon, BT70 5DX.



DUNGANNON
CREDIT UNION LIMITED

IMAGINE MORE

APPLYING FOR A CREDIT UNION LOAN



1. Application

To apply for a loan, you must be a member of Dungannon Credit Union and over the age of 18. An application for a loan with Dungannon Credit Union can be carried out by either:

Visiting our office and speaking to a staff member.

Applying over the telephone by ringing 028 87723729.

2. Assessment

Loan applications will be forwarded to a Loans Officer / Credit Committee where the decision of approval or rejection will be made. We assess our loans based on a number of factors:

This decision is based on the repayment capacity of the potential borrower. We assess your ability to repay the loan by looking at your current income and outgoings to ensure that you can afford the repayments (we may request a Credit report from the Member to assess credit worthiness)

We also take into consideration your previous borrowing history with the Credit Union. As an ethical lender it is a priority of Dungannon Credit Union not to approve loans which may put the member into financial difficulty.



*REMEMBER

- **Dungannon Credit Union offers loan amount of £20,000 above shares and a maximum loan of £35,000 over a term of five years.**
- **Loan repayments are calculated on a reducing balance.**
- **Unlike the banks there are no fees or penalties for paying loans off early and there are no hidden charges.**
- **If the borrower finds themselves in financial difficulty DCU encourages them to reach out and get in contact so that an alternative repayment plan or solution to the loan can be agreed.**

DOCUMENTS THAT MAY BE NEEDED FOR LOAN APPLICATIONS

- **Three months bank statements may be requested (Most recent to time of application)**
- **Proof of Address (Dated within the last 3 months)**
- **Valid Photographic ID**
- **Credit Report**

***If you're self-employed you will also need to provide your end of year accounts or tax return. Occasionally the Credit Committee may require some additional information depending on the purpose of the loan. However, the loans officer will discuss this on an individual basis.**

3. Loan decision

- **We aim where possible to turn around loan decisions within 24 hours.**
- However, during busier periods, this may be extended. Please only contact the office about your loan application status if you have been waiting more than 48hours.
- **On approval, Members must come into the office and sign for the loan. The funds can then be issued over the counter or arranged as a transfer to your bank account.**
- **Valid Photographic ID must be shown for collection.**

4. Collecting my loan /clearing outstanding balance

Call in to the office. If loan is a top up to existing loan, any outstanding interest on current loan must be cleared before loan can be issued.

5. Reasons for decline of loan

- No proven repayment capacity provided.
- Member is currently in arrears or has a poor payment history.
- Existing loan has recently been rescheduled.
- Increasing loan balance
- Negative information on credit report
- Loan cannot be insured by ECCU due to medical reasons.
- Our loans officers will try to advise where possible, what you can do to put yourself in a better position to apply in future.

6. Can I repay my loan early?

Yes, you can repay your loan in full at any time without any added fees or charges.

You can also make additional repayments to reduce the value of your outstanding loan at any time again without any additional fees or charges being applied.

7. What if I can no longer afford my loan repayments?

If you get into difficulty paying your loan don't panic. At Dungannon Credit Union, we understand that sudden unforeseen changes in circumstances can affect a member's ability to repay their loan, especially in today's unpredictable economic environment. Contact us on 028 87723729 as soon as you believe that you may have difficulty meeting your loan repayments and we will try to help in any way we can.

We know that sometimes it is difficult to talk about these issues, so if you find it easier to make that initial contact, you can also email us on info@dungannoncu.com

FOR MORE SUPPORT ON PERSONAL FINANCIAL MANAGEMENT - SEE PAGE 30

LOAN REPAYMENTS

Direct Debit - Loan repayments

At Loan distribution a member can be set up a Direct Debit, or payments can be made by Debit Card payments, Cheque and cash lodgement's.

You can also make a payment to your loan account via our website.

If you want to set up a new regular repayment, please email info@dunganoncu.com.

Include your member number and contact details on the email and we will contact you to process your request.

If you are experiencing difficulty in meeting your repayments please get in contact with us as soon as possible. When notified DCU can work with you to come to an agreement which satisfies the credit unions functional requirement of payment and the financial security of you, the member. (See page 26 & 27 for further support)

LOAN INTEREST REBATE

The loan interest rebate is another way we like to give back to our members. This is an extra benefit to our borrowing members. As borrowing is the life blood of the Credit Union we deeply appreciate our members who turn to us for their borrowing needs.

The loan interest rebate is a percentage of the interest paid by the borrowing member, which is given back to them at the end of the year from the surplus of income. The percentage is announced each year at the AGM and is then paid into the members' savings accounts the following morning. Another great reason to come to us for lending!

***Interest rebates do not apply to Tier 2 & 3 Loans due to the reduced interest rate.**

*** It is important to note both dividends and interest rebate payments are dependant on our financial performance throughout the year and are not guaranteed.**

An interest rebate will be calculated on loans < £7,499.

In 2022 we paid a rebate of 30% (for every £1 paid in interest; we will gave back 30 pence)



LOAN PROTECTION INSURANCE

Loan Protection Insurance covers eligible loans at no direct cost to the member.

What are the benefits?

In the event of a Member's death, outstanding loan balances are repaid in full, subject to T&Cs. (See Page 29) Members can take out a Credit Union loan in the full confidence that their dependents will not have to pay the remaining loan off when they die.

Loans under £8,000 are automatically covered by Loan Protection Insurance. Loans over £8,000 may still be insured, but will require a member to complete a health declaration.

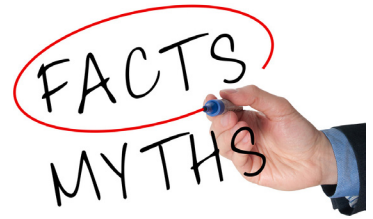
In the event that a member has medical conditions to declare which would affect the insurance offered, this information will be forwarded to ECCU for medical underwriting review by specialist doctors. Please note that all loans issued by DCU must be insured.

If cover is refused by ECCU, it may affect the loan decision.

All loans must be paid in full before the Member's 85th birthday.



Common Myths Busted



- ✓ Every credit union is owned by its Members-the people who save with it and borrow from it. Credit unions exist only to serve Members-not to profit from their needs. **FACT**
- ✓ Credit unions also return all earnings back to members with their low fees and great dividend rates and give Members a vote in determining how the Credit union is managed.....**FACT**
- ✗ You need to be a Member for 3 Months before you can get a loan.....**MYTH**
- ✓ You can transact online through the website or through the App...**FACT**
- ✗ You can only borrow 3 times your shares in the credit union.....**MYTH**
- ✓ You can save a maximum of £15,000..... **FACT**
- ✓ Record approval rate on Loans, it's worth considering DCU! ... **FACT**

FACILITIES IN DCU OFFICE

The face of Dungannon Credit Union has changed in 2023. We are now delighted to offer our members new and old, a spacious, modernised and engaging surrounding to transact in with an enhanced experience that meets the changing needs of our members.

Achieving Access for all Members As access for all members to the office was of paramount importance, varying degrees of mobility were considered in the re-development with an open modern space at road level.

Sustainability For the Future - Having a much 'Greener Focus' was also an important consideration for the board, to be able to play our part in the protection of the environment. Working closely with the project team to install Solar Panels ensures we are reducing our carbon footprint.

What can members expect?

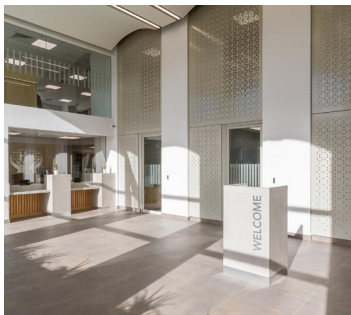
As a non-profit financial institution that holds its members at its heart, we have conducted surveys, listened to feedback and incorporated additional services for our members' convenience including:

- A Quick Lodgement facility.
- A Self-Service booth which enables efficient transfers and balance enquiries, supporting our member online banking services.
- Opening hours below also include Saturday opening to 1pm for members convenience.
- Additional consultation rooms will ensure the utmost discretion for our members.
- The familiar faces of our experienced teller staff look forward to welcoming members, new and old.
- The introduction of an electronic community notice board in office will also provide our members with CU news, events and help support local businesses.

“Love the new building.. ease of access to desk and personal experience (staff knowing members on 1st name basis) and the simplicity of being able to quick lodge on busy days..”

“DCU is the very heart of the community, my dad has always promoted the CU as run by the people for the people. I am a member from a young child and my children all have CU accounts. It is so important for all communities to have and use their CU.”

Member Survey March 2023



DORMANT ACCOUNTS

If you haven't made a transaction on your account for at least three consecutive years, your account will be assigned a 'Dormant' status.

If this happens your savings will remain secure; however you will not be able to access them, apply for a loan or benefit from other Credit Union perks until the account has been reactivated.

To Re-activate your account, you will be required to bring two current forms of identification, (one from each section of the table below) by appointment.

We do welcome walk ins if the required documentation below is made available at time.

(Also Subject also to staff availability)

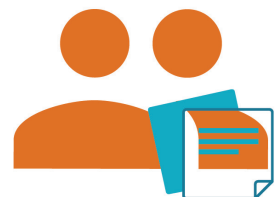
Please note that one document cannot be used for both photographic identification and proof of address. *All acceptable address verification should be dated within the last 3 months.

PHOTOGRAPHIC ID

1. Current Valid Passport (all countries)
2. Current UK/EU/US/Canadian/ Australian Photocard Drivers Licence
3. EU National Identity Card Photocard
4. Citizen Card
5. Electoral ID Card
6. UK Disability Blue Badge with photo
7. Translink Smart and Senior Smart Pass

ADDRESS VERIFICATION

1. Current UK/EU/EEA/US/Canadian/ Australian Photocard Drivers Licence
2. Bank/Building Society/Credit Card/Credit Union/Mortgage Statement/E Statement
3. Utility Bill / E Bill for fixed utility (*mobile / dongle bills not acceptable)
4. HMRC / Government Body correspondence (quoting NI number)
5. Local Authority Correspondence (e.g rates/council tax notice)
6. Medical Correspondence from Hospital/ Doctors Surgery (quoting H&C Number)



DECEASED MEMBERS

DEATH OF A MEMBER

Following the death of a Credit Union Member, The family Member should contact the Office on 028 87723729 where they will be helped and supported through all the stages of closing the account.

The Next of Kin nominee will be contacted by the Credit Union (The person the Deceased Member assigned to look after their account following their death See Page 8)

See details on Death Benefit Insurance (Page 16) which may apply to Deceased Member

Next of Kin Nomination:

This is your opportunity, as a member of DCU, to designate the person(s) you wish to receive up to the first £20,000 of your Credit Union shares (including any insurance payable, if applicable) in the event of your death. Amounts over £20,000 will be included in the member's estate for disbursement according to the terms of the will or, if there is no will, the rules of intestacy apply. 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. Nomination takes precedence over a will.

Wills:

Anyone aged 18 or older (or younger if married) and who has assets, should make a will. DIY kits for writing wills are widely available, or you can use a solicitor to assist you in writing your will. Solicitors will charge a fee for their advice and service. If you do not make a will the Rules of Intestacy (which set out the order in which assets are to be distributed as determined by law) will be used to distribute your property and possessions.

Probate and Letters of Administration:

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

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

When a member of DCU 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**. If there is no valid nomination, then we can take guidance from the next of kin. Payment of any insurance claim is at the discretion of ECCU, our insurance company. Each situation is different and some can be quite complicated. Regardless of what your particular situation is, our staff are trained to assist you throughout the process.

The three most usual scenarios are; No valid Nomination and no valid Will:

The estate will be disbursed as per the Rules of Intestacy (or after the Letters of Administration have been obtained if the amount is greater than £20,000).

There is no valid Nomination but there is a valid will:

The deceased's shares will become part of the estate to be disbursed as per the Will (or after probate has been extracted if the amount is greater than £20,000).

There is a valid Nomination:

DCU will disburse the shares and insurance due, if applicable as per the Nomination. (Amounts over £20,000 revert to the estate for disbursement after probate has been extracted) A valid Nomination takes precedence over a will.



The Mission of Dungannon Credit Union is to promote the financial well being of its members.



PERSONAL FINANCIAL MANAGEMENT

Budgeting can make all the difference between healthy personal finances and spiralling debt - especially in times of economic uncertainty. Take stock of your current financial situation before taking out a new loan or credit card.

1. List your sources of monthly income e.g wages, benefits
2. List outgoings e.g fixed monthly expenses- bills and repayments
3. Deduct your total outgoings from your income.
4. Do you have a surplus or deficit.
4. Ask yourself- Can you afford to take on more debt?
5. Does the surplus indicate you could afford to take on more debt?
6. A deficit may mean it is not the right time to increase your borrowing.

***Also see the budget planner on our website for more information**

At Dungannon Credit Union, we understand that sudden unforeseen changes in circumstances can affect a member's financial wellbeing, especially in today's unpredictable economic environment. With the ongoing rising cost of living expenses, DCU is here to support our community with tailored affordable plans. Members are advised not to over-commit themselves when borrowing or agree to unrealistic repayments. **Contact us on 028 87723729 and we will try to help in any way we can.**

CREDIT CONTROL

The purpose of the Credit Control Department is to seek to ensure the repayment of loans by members in accordance with their loan agreements.

Members experiencing genuine financial difficulties due to unforeseen circumstances should contact the office without delay where they will receive a sympathetic ear and practical assistance. Continual missed loan repayments with no explanation will affect any future borrowing. It is important to keep regular contact with us as unexplained arrears will affect your credit status and can be more difficult to resolve, the longer they go on. For Dungannon Credit Union, legal proceedings are a last resort, but in some instances are necessary.

IVA'S AND BANKRUPTCY

Membership will be suspended due to bankruptcy or IVA applications and will automatically forfeit their shares and all life savings insurance benefits will be lost.

COMPLAINT SUMMARY

It is the aspiration of DCU that a complaint against the credit union will be resolved in a fair and equitable manner. Should the situation occur where you feel the need to make a complaint, the following procedure should be followed in order to have your complaint/dispute resolved. Dungannon Credit Union make it a priority to provide our members with quality financial service. We welcome the opportunity to improve in weaker areas and put things right for members who are dissatisfied with our service. Any feedback we receive is used to help improve services for all our members.

How a complaint can be made, and will be investigated and responded to is as follows:

A complaint can be received at any place that the credit union conducts business, and can be received by any officer, staff or volunteer of the credit union. There is also a complaints officer on the DCU board.

A complaint may be made in writing or verbally to an officer or volunteer of DCU. A complaint can be made in person, by letter, by phone or email.

- **DCU aims to resolve complaints to the complainant's satisfaction by the close of business three days after the day on which the complaint was received.**
- **If the complaint cannot be resolved within three business days, an acknowledgement will be sent promptly to the complainant.**
- **If still unresolved within eight weeks of receiving a complaint, the credit union will send the complainant:**

-A final response; or

-A response that explains the delay and advises the complainant when a final response can be expected.

The complainant will be advised that if dissatisfied with the delay he/she can exercise their right to approach the Financial Ombudsman service to take over management of the complaint. The Financial Ombudsman Service has official powers to oversee complaints between a complainant and the credit union.

There is no charge to the member for the Ombudsman service.



ACCOUNT OPENING PRIVACY NOTICE

What we do with your personal data when you join the credit union

The credit union collects your information and that relating to your parents or legal guardian for a number of reasons.

Under the law, we have to tell you how we will collect that information, how we will use it and how long we will hold it for.

In this notice, you will see different names or terms used that you may not be familiar with, such as:

- **Data controller:** This person (or group of people, like a credit union) is in charge of the information we collect.
- **Data processor:** This person processes information for the data controller (i.e. the credit union).
- **[Data Protection Officer/Representative]:** Compliance & Risk Manager is the person we have appointed to make sure we do everything the law says
- **Personal data/your information:** This means any information that can be used to identify someone, such as your address and date of birth.

Who looks after your information?

The credit union is the data controller of the personal data you give us - we look at how and why your information is collected and used.

Do you have to give us your information?

We require specific information to keep open your credit union account, but there is some information that you can choose whether to let us have or not. When we ask you for information that you don't have to give us, we will ask for your permission and let you know why we want it and what we will do with it. If you don't want us to have the information in those cases, you won't have to.

What information do we collect?

Your name, address, date of birth, information about your savings, your signature, and identification documents like passport or birth certificate (for you and your parent/legal guardian).

Getting in touch

If you're worried about how we get and use your information, you can speak to staff at the credit union, who will be able to help you and answer any questions that you have.

If you want to speak to somebody not at the credit union, you can call the people who make sure that organisations like us are looking after your information correctly. They are called the Information Commissioners Office (ICO):

Telephone: 028 9027 8757 or 0303 123 1114

Email: ni@ico.org.uk

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

We will only collect your information when we need it to help us do our job or to follow the law. When we've collected it, here's how we use it:

- To open and maintain your account
- To make sure we do things correctly under the rules of the credit union and the law;
- To get in touch with you and your parents/legal guardians when we need to.



Will your information be shared?

Sometimes the credit union has to give your information to other people, such as our data processors, our regulators and the government. When your data is given to someone else, they must use it only in the way in which we tell them to and look after it and keep it safe. Sometimes we need to send information to our advisors, and sometimes they are based outside the UK in the EU. This transfer of information is permitted by an Adequacy Decision made by the UK in favour of the EU.

How long will we keep your information?

We don't keep it forever, only for as long as we need it to help us do the thing we needed it for. We have a policy that tells us when to keep it and when to get rid of it.

Would you like to know more?

If you or your parents would like to find out more information about how we collect, use and store your personal information, please speak to Dungannon Credit Union by contacting at the details provided below or alternatively visit our website www.dungannoncu.com

Our contact details are:

Address: 28 William Street Dungannon. Co.Tyrone. BT70 1DX
Phone: 028 87723729

Getting in touch



What are your rights? You and your parents have the right to:



Ask us to change information you think is wrong



Ask to see the information we hold

Tell us you don't want your information to be processed



Ask us to remove information when it's not needed anymore



Where we are processing your data based solely on your consent you have a right to withdraw that consent at any time and free of charge



Object to processing of your personal data where we are relying on a legitimate interest and there is something about your particular situation which makes you want to object to processing on this ground.

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.

Full copy of Privacy Policies are available on DCU website www.dungannoncu.com or paper copies are available on request

Dungannon Credit Union Ltd

Financial Services Compensation Scheme Information sheet & Exclusions list

INFORMATION SHEET

Basic information about the protection of your eligible deposits	
Eligible deposits in Dungannon Credit Union Ltd 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:	10 working days ⁴
Currency of reimbursement:	Pound sterling (GBP, £) or, for branches of UK banks operating in other EEA Member States, the currency of that State.
To contact Dungannon Credit Union Ltd for enquiries relating to your account: To contact the FSCS for further information on compensation:	Dungannon Credit Union Ltd, 28 William Street, Dungannon, BT70 1DX Tel: 028 8772 3729 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
Acknowledgement of receipt by the depositor:	

Additional information (all or some of the below)

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.

²General 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 a maximum of £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>

³Limit 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.

⁴Reimbursement

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 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 costs (in the case of a depositor which is not an individual or a large company) within 5 working days of a request.

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 fund⁶
 - public authority, other than a small local authority.

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

⁶ Deposits by personal pension schemes, stakeholder pension schemes and occupational pension schemes of micro, small and medium sized enterprises are not excluded

Policies are available to view on our website www.dungannoncu.com

- Account Opening Privacy Notice
- Nominations Privacy Notice
- Complaints Procedure
- Financial Services Compensation Scheme, Information Sheet & Exclusions List





OPENING HOURS

Tuesday - 9am - 4.30pm

Wed - 9am - 1pm

Thurs - 9am - 4.30pm

Fri - 9am - 4.30pm

Sat - 9am - 1pm



028 8772 3729



info@dungannoncu.com



www.dungannoncu.com



Registered Address: 28 William Street, Dungannon, BT70 1DX T: 028 8772 3729
Dungannon Credit Union Ltd is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. FCA Registration Number 573858. Dungannon Credit Union Ltd is a registered company in Northern Ireland under company registration number CU000031. Members of the Irish League of Credit Unions. Members of World Council of Credit Unions.