

A photograph of a brick building entrance, likely a credit union branch. The building has several windows and a set of stairs leading to a door. A banner is hanging across the stairs that says "Apply to Join" with a logo. The image is dark and serves as a background for the title text.

# MEMBERSHIP HANDBOOK

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Newarthill Credit Union

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# Members Information







# What is a Credit Union

With the Credit Union you are not 'just another customer' but a co-owning member of an organisation which provides security, protection, and in time, a return for your savings in the form of a dividend.

Borrowing at your Credit Union makes sense, the loan will be fully explained and any questions you have can be answered by us before you take out your loan. Taking out a loan with high street lenders can be a confusing experience, particularly with the number of loan providers and types of loans that are now available. Comparison of the true cost of a loan can be difficult to calculate.

Any surplus Credit Union profits may be returned to members in the form of a dividend or in reinvestment in the Credit Union to provide enhanced services. As a true mutual, all surpluses are used entirely to benefit the member and the Credit Union.



# Conduct

Please ensure your behavior is always respectful, if it is not, you may be asked to leave the premises.

Be aware that some of our staff are volunteers providing a service to the members for free, to benefit the community.

We are not a bank or building society, we will probably have a chat with our members, be patient when the other members are conducting transactions

# Contact Details



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## Address

111-113 High Street  
Newarthill  
ML1 5JH



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## Office Opening Times

**Mon** – 10am to 12pm  
**Tues** – 10am to 3pm  
**Wed** – 10am to 12pm  
**Thur** – 10am to 3pm



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## Telephone Times

Monday to Friday  
10am to 3pm



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## Website

[newarthillcu.co.uk](http://newarthillcu.co.uk)



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## Email

[enquiries@newarthillcu.co.uk](mailto:enquiries@newarthillcu.co.uk)

# Payment Methods



## Cash Payment

**Mon** – 10am to 12pm

**Tues** – 10am to 3pm

**Wed** – 10am to 12pm

**Thur** – 10am to 3pm



## Online Payment/Standing Order

Sort Code 60-83-01

Account No 20190000

Payee - Unity Trust Bank plc

Account Name - Newarthill Credit Union Ltd

Reference - Member No and Surname



## Office Debit Card Payment

**Mon** – 10am to 12pm

**Tues** – 10am to 3pm

**Wed** – 10am to 12pm

**Thur** – 10am to 3pm



## Phone Debit Card Payment

Monday to Thursday

10am – 3pm

Friday

10am – 12pm



# Savings

- Everyone benefits from regular saving, as it allows members to work towards their Goals and gives peace of mind for emergencies. Regular saving can be difficult, however at your Credit Union it's easy with local access to your Credit Union at a time and place that is Convenient to all members.
- Credit Union members can save at any rate affordable to them - even small weekly amounts soon add up. Shares, depending on Credit Union reserves, are eligible for an annual dividend. Credit Union members can save as often as they like, and, up to certain legal limits, as much as they like.
- Upon death of any member, the credit union makes an application to the Newarthill Death Benefit Fund. In most cases, there will be an additional payment made to the shares; this is one of the unique features of the credit union and is provided at no extra cost.

## Share Deposit Senior

### Joining Fee

Service	Fee
We charge a ONE offset up fee when you join us (For Seniors Only)	£5.00

### Administration Fee

Service	Fee
We will charge an Administration fee on an annual basis if there are no deposits or withdrawals on your account within our financial; year which runs 1 <sup>st</sup> October until 30 <sup>th</sup> September	£5.00



# Ways to Apply for Withdrawal



## Address

111-113 High Street  
Newarthill  
ML1 5JH



## Office Opening Times

Monday to Friday  
10am – 12pm



## Telephone Times

Monday to Friday  
10am to 3pm



## Website/App

[newarthillcu.co.uk](http://newarthillcu.co.uk)  
Download from App  
store



## Email

[enquiries@newarthillcu.co.uk](mailto:enquiries@newarthillcu.co.uk)



# Loans

- Our loans are more affordable and safer than payday lenders. We offer a competitive interest rate with no hidden costs.
- APR stands for Annual Percentage Rate and is the mathematical method of expressing repayment costs; it should reflect all the costs involved. Bank interest rates can change and alter the APR for many loan providers. Credit Union is different our APR is fixed 12.68% (1% per month on reducing balance).
- We can provide you with a repayment forecast at the beginning or anytime throughout the life-cycle of your loan – this will allow you to see how your repayment are reducing your balance and the interest you pay back. Ask members of staff for more information if required.
- Upon death of any member, the credit union makes an application to the Newarthill Death Benefit Fund. In most cases, the loan will be paid off in full in the event of your death; this is one of the unique features of credit union and is provided at no cost.
- If you're a member and over 18 you may apply for a loan at the credit union. You can apply at the office , via telephone , online and on the app.

**Please contact us by telephone/ email / or in office if you are experiencing any financial difficulties**

# Ways to Apply for Loan



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## Address

111-113 High Street  
Newarthill  
ML1 5JH



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## Office Opening Times

Monday to Friday  
10am – 12pm



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## Telephone Times

Monday to Friday  
10am to 3pm



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## Website/App

[newarthillcu.co.uk](http://newarthillcu.co.uk)  
Download from App  
store



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## Email

[enquiries@newarthillcu.co.uk](mailto:enquiries@newarthillcu.co.uk)

# Ways to seek financial help

If you are experiencing financial difficulties, please contact do not hesitate to contact us on any of the channels noted below.

## Internal Contact Information

- Office – 111-113 High Street Newarthill ML1 5JH
  - Phone – 01698 862770
  - Website – newarthillcu.co.uk

## External Contact Information

- StepChange [www.stepchange.org](http://www.stepchange.org) 0800 138 1111
- National Debt Line [www.nationaldebtline.org](http://www.nationaldebtline.org). Freephone 0808 808 4000
- Money Helper [www.moneyhelper.org.uk](http://www.moneyhelper.org.uk) 0800 138 7777
- [Motherwell and Wishaw Citizens Advice Bureau](#) 0808 196 9180
- [Bellshill and District Citizens Advice Bureau](#) 01698 748615



# Death Benefit Fund

- A nominee should carry out the member's wishes regarding any pay-out due.
- The surplus of any payment to a nominee, where the pay-out exceeds £5,000 must be paid directly to the Estate.
  - A nominee must be over the age of 16.
- The maximum Death Benefit amount payable, from the fund, to each member will not exceed £5,000 – in addition to the member's own share balance.
- Death Benefit will only be applicable up to the value of £4,000 in deposits, within a single credit union year.

# Death Benefit Loan Information

- When over 80, a member's Death Benefit is calculated based on their lowest share balance after their 80<sup>th</sup> birthday. Death Benefit will not be applicable to any funds deposited after this.
- Where a member is over 80, or has less than 12 months membership or was over 65 when joined, any outstanding loan will be deducted from shares .
- The total Death Benefit amount payable to each member, where there is a loan balance, will not exceed £15,000.
  - The Death Benefit will exclude any overdue payments.
- Death Benefit will not be paid in respect of any loan granted to a member during the 3 months prior to member's death if there was a known terminal illness at the time of taking out the additional loan.

# Newarthill Credit Union App

The app can also be found on the app store  
and play store

Apple



Android





# Online Security For Member

Please note that all communication will come from the following:

Email - [enquiries@newarthillcu.co.uk](mailto:enquiries@newarthillcu.co.uk)

Text – Newart-CU

If you receive a text from any other email address, do not respond to the text and contact us immediately.

Please report any suspicious activity or emails to [enquiries@newarthillcu.co.uk](mailto:enquiries@newarthillcu.co.uk) or call us at 01698 862770

A close-up photograph of a person's hands signing a document with a pen. The person is wearing a light-colored shirt. The document is white and has some faint text and lines. The background is blurred, showing a wooden desk and a lamp. The overall image has a dark, semi-transparent overlay.

# TERMS AND CONDITIONS

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Personal Details must  
be updated annually

£5 admin fee will be  
charged. If there are  
no transactions within  
credit union year

The minimum balance  
to keep an active  
account is £5



# FSCS Compensation Scheme

- We are covered by the Financial Services Compensation Scheme (FSCS). The FSCS can pay compensation to depositors if a bank/building society/credit union is unable to meet its financial obligations. Most depositors – including most individuals and small businesses – are covered by the scheme.
- In respect of deposits, an eligible depositor is entitled to claim up to £85,000. For joint accounts each account holder is treated as having a claim in respect of their share so, for a joint account held by two eligible depositors, the maximum amount that could be claimed would be £85,000 each (making a total of £170,000). The £85,000 limit relates to the combined amount in all the eligible depositor's accounts with the bank/building society/credit union, including their share of any joint account, and not to each separate account.
- For further information about the scheme (including the amounts covered and eligibility to claim) please ask at your local branch, refer to the FSCS website [www.FSCS.org.uk](http://www.FSCS.org.uk) or call 0800 678 1100 or 0207 741 4100.



Protected

## Complaints

At Newarthill Credit Union, we value your feedback and are committed to addressing your concerns promptly, fairly, and transparently. If something hasn't met your expectations, please let us know so that we can make it right.

### How to raise a complaint

You (or your representative) can contact us using any of the following methods

Email [manage@newarthillcu.co.uk](mailto:manage@newarthillcu.co.uk)  
Phone 01698 862770 (available Mon – Fri 10am-3pm)  
Post 111 -113 High Street, Newarthill, ML1 5JH

### What You Can Expect

#### Acknowledgment:

We will acknowledge receipt of your complaint within 3 working days.

#### Investigation:

Your complaint will be handled by a dedicated team, ensuring a thorough and impartial review. We aim to resolve complaints within 8 weeks. If there is any delay, we will keep you informed and explain the reasons.

#### Outcome:

We will provide a clear explanation of our findings and any actions we propose to take.

#### Consumer Duty Commitment

We are committed to delivering good outcomes for all our members. Under the Consumer Duty, we ensure:

- Fair treatment in all interactions.
- Transparent communication about products and services.
- Prompt action to address your concerns and improve our services based on your feedback.

#### If You Are Not Satisfied

If you are unhappy with our response, you can refer your complaint to the Ombudsman:

Financial Ombudsman Service (FOS) (for financial services complaints)

- Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)
- Phone: 0800 023 4567
- Address: Exchange Tower, London, E14 9SR

We are here to help and committed to learning from every complaint to improve our products, services, and member experience.

# COMPLAINTS



# PRIVACY POLICY

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**Newarthill Credit Union** (“we”, “us”, “our” or “the credit union”) understands the business impact of personal data related risks and are committed to protecting and respecting your privacy.

Reference to “we”, “us” or “our” is a reference to Newarthill Credit Union and for the purpose of the General Data Protection Regulation (GDPR) the data controller is Newarthill Credit Union registered address as given below.

The Policy sets out the lawful basis and specified purposes on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

*For website communication*

By visiting our Site you are accepting and consenting to the practices described in the Privacy Notice and full Policy for Data Security.

Newarthill Credit Union is registered in Scotland and has its registered office at 111-113 High Street, Newarthill, Motherwell, ML1 5JH.

Newarthill Credit Union is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Financial Services Register No. 213880.

The credit union does not consider its controlling of and processing of data to be on a large enough scale to employ a Data Protection Officer. All Directors, staff & volunteers are subject to continuous training in the importance of Data Protection. The credit union has a Data Protection representative who ensures this policy is reviewed no less than annually and will assist with queries raised by the membership, Directors, staff and volunteers.

**Newarthill Credit Union Privacy Notice**

We are committed to protecting our members’ privacy. The credit union requires information for membership to meet legal obligations or to enable us to operate a member service (legitimate interest) with you.



#### For legal reasons

- confirm your identity
- perform activity for the prevention of financial crime
  - carry out internal and external auditing
- record basic information about you on a register of members

#### For performance of our contract with you

- consider any applications made by you

#### For our legitimate interests

- deal with your account(s) or run any other services we provide to you;
  - carry out credit checks and to obtain and provide credit references
- undertake statistical analysis, to help evaluate the future needs of our members and to help manage our business
- To send you statements, new terms & conditions (including changes to this privacy statement), information about changes to the way your account(s) operate and notification of our annual general meeting.
  - recover any debts owed to us

#### Sharing your personal information

We will disclose information outside the credit union:

- to third parties to help us confirm your identity to comply with money laundering legislation
- to credit reference agencies and debt recovery agents who may check the information against other databases –private and public –to which they have access to
  - to any authorities if compelled to do so by law (e.g. to HM Revenue & Customs to fulfil tax compliance obligations)
  - to fraud prevention agencies to help prevent crime or where we suspect fraud;
- to any persons, including, but not limited to, insurers, who provide a service or benefits to you or for us in connection with your account(s)
  - To our suppliers in order for them to provide services to us and/or to you on our behalf
  - to anyone in connection with a reorganisation or merger of the credit union's business
    - other parties for marketing purposes (if you agree to this)



### **Where we send your information**

While countries in the European Economic Area all ensure rigorous data protection laws, there are parts of the world that may not be quite so rigorous and do not provide the same quality of legal protection and rights when it comes to your personal information.

The credit union does not directly send information to any country outside of the European Economic Area, however, any party receiving personal data may also process, transfer and share it for the purposes set out above and in limited circumstances this may involve sending your information to countries where data protection laws do not provide the same level of data protection as the UK.

For example, when complying with international tax regulations we may be required to report personal information to the HM Revenue and Customs which may transfer than information to tax authorities in countries where you or a connected person may be tax resident.

### **Retaining your information**

The credit union will need to hold your information for various lengths of time depending on what we use your data for. In many cases we will hold this information for a period of time after you have left the credit union.

### **Credit rating agencies**

In order to process any credit applications, you may make, we will supply your personal information to credit reference agencies (CRAs) and they will give us information about you, such as details about your financial history. We do this to assess creditworthiness and product suitability, check your identity, manage your account, trace and recover debts and prevent criminal activity.

We may exchange information about you with CRAs, including details about your settled accounts and any debts not fully repaid on time. CRAs will share your information with other organisations. Your data will also be linked to the data of your spouse, any joint applicants or other financial associates. This may affect your ability to get credit.

### **Your rights under data protection regulations are:**

- The right to access
- The right of rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object to data processing
- Rights related to automating decision-making and profiling
- Right to withdraw consent
- The right to complain to the Information Commissioner's Office



# Contact us about your rights

For more information about how your rights apply to your membership of the credit union or to make a request under your rights you can contact us via email at [enquiries@newarthillcu.co.uk](mailto:enquiries@newarthillcu.co.uk) or telephone 01698 862770. We will aim to respond to your request or query within one month or provide an explanation of the reason for our delay.

Our contact address details are:  
Newarthill Credit Union  
111-113 High Street  
Newarthill  
Motherwell  
ML1 5JH

## Changes to this Privacy Notice

We can update this Privacy Notice at any time and ideally you should check this page regularly or obtain a leaflet from the main office.

## How to complain

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:  
Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Helpline number: 0303 123 1113