



Newarthill
Credit Union

MEMBERSHIP HANDBOOK

Newarthill Credit Union

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MEMBERS INFORMATION



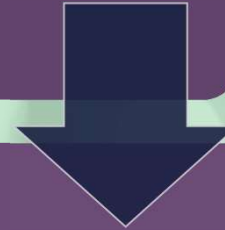
What is a Credit Union

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.

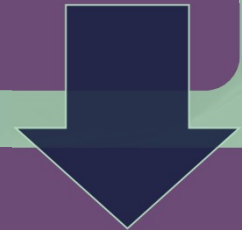
Borrowing at your Credit Union makes sense, the loan will be fully explained and any questions you have can be answered by us before you take out your loan. Taking out a loan with high street lenders can be a confusing experience, particularly with the number of loan providers and types of loans that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

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



Address

111-113 High Street
Newarthill
ML1 5JH



Office Opening Times

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



Telephone Times

Monday to Friday
10am to 3pm



Website

newarthillcu.co.uk



Email

enquiries@newarthillcu.co.uk

Payment Methods



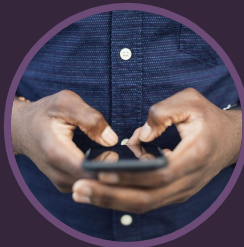
Cash Payment

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 – Newarthill Credit Union Limited Main

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 off set 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 st October until 30 th 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
Download from App
store



Email

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



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
Download from App
store



Email

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 0800 138 1111
- National Debt Line www.nationaldebtline.org. Freephone 0808 808 4000
- Money Helper 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

At Newarthill Credit Union, we're proud to offer a goodwill Death Benefit Fund. This is a member-focused service designed to ease financial burdens on families during the difficult time of a member's passing.

This unique benefit is our way of showing compassion and staying true to our social mission. It is made possible through the profits earned when members save and borrow with us.

The Death Benefit Awards are reviewed annually by the board and any concerns brought to the members at the AGM

I am aware that I can change my nominee at any time by completing a new nomination form and returning it to the credit union

Death Benefit Awards

All death benefit awards must be claimed within 1 year of a member's death, but the share balance will still be available for 15 years

Share Coverage

I am aware the Death Benefit Fund may award an extra 50% of my shares up to a maximum of £5000

Loan Coverage

I am aware the Death Benefit Fund may award a maximum of £15000 on the outstanding loan.

Subject to the following terms & conditions

When a member is not covered (Terms & Conditions)

Shares not covered

I am aware my shares will not be covered for the first 12 months of membership

I am aware my shares will not be covered if I join or rejoin over the age of 65

I am aware once I turn 80, any money I deposit to my shares will not be covered. But the deposits I put in before I turn 80 will still be covered, if I do not withdraw my shares

I am aware my shares will not be covered on any deposits over £4000 in a single deposit or accumulative deposits over £4000 in each credit union year (1st October to 30th September) these will be deducted before any death benefit award is applied

Loan not covered

I am aware any loan balance exceeding £15000 will not be covered and will be deducted from my shares

I am aware my loan will not be covered if my loan term exceeds my 80th birthday and will be deducted from my shares

I am aware if I join or rejoin after 65 my loan will not be covered and will be deducted from my shares

I am aware if I have not been a member for over 12 months my loan will not be covered and will be deducted from my shares

I am aware any overdue loan repayments will not be covered and will be deducted from my shares

Being a Nominee

In the event of the members death as the Nominee you need to contact the credit union to start the death benefit and account closure process

A member can change their nominee at any time but after death a nomination cannot be altered even by a members Will

After the members death as the Nominee, you are entitled to the first £5,000 in the credit union account in accordance with the Co-operative and Community Benefit Societies Act

Any funds under £5000 will require a Signed Nomination, any funds between £5000 and £15000 will require a Will and any funds over £15000 will require a Grant of Confirmation to release the funds.

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

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 or call us at 01698 862770

A close-up photograph of a person's hands signing a document with a pen. The image is overlaid with a semi-transparent green gradient. The text "TERMS AND CONDITIONS" is centered in a bold, purple, sans-serif font. A thin white horizontal line is positioned below the text.

TERMS AND CONDITIONS

SENIOR ACCOUNTS

Personal Details must be updated annually

Accounts can be closed at any time without a fee as long as there is no outstanding loan balance

£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

JUNIOR ACCOUNTS

Personal Details must be updated annually

If there are no transactions on this account within 1 year, a £5 admin fee will be taken from the junior account if the junior is over the age of 16 years old

The minimum balance to keep an active account is £5

Junior accounts can be closed at any point without a cancellation fee

In the event of the death of a guardian on a junior account, the new guardian will default to the legal guardian/parent who signed the parental consent form

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 £120,000. 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 £120,000 each (making a total of £240,000). The £120,000 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 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

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
- 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

Updated as from the 6th August 2026

Introduction

Newarthill Credit Union (“we”, “us”, “our” or “the credit union”) understands the business impact of personal-data-related risks and is 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 UK General Data Protection Regulation (UK GDPR) the data controller is Newarthill Credit Union registered address as given below.

This Privacy Notice 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.

Lawful Bases

Purpose	Lawful Basis
Membership	Contract
AML	Legal Obligation
Lending	Contract
Marketing	Consent
Fraud Prevention	Legitimate Interests
Complaints	Legal Obligation
CCTV	Legitimate Interest

About Newarthill Credit Union

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.

Newarthill Credit Union is not legally required to appoint a Data Protection Officer under Article 37 UK GDPR. Responsibility for data protection has been assigned to the Compliance Officer who oversees compliance with UK GDPR and the Data Protection Act 2018. All Directors, staff and volunteers receive regular data protection training appropriate to their roles. The Credit Union has a Compliance Officer who ensures this Privacy Notice is reviewed no less than annually and will assist with queries raised by the membership, Directors, staff, and volunteers.

About Newarthill Credit Union (Continued)

You can obtain a copy of this Privacy Notice from our office or website.

We are committed to protecting the privacy of our members, junior depositors and other individuals whose information we process. We process personal information where necessary to meet our legal and regulatory obligations, to enter into and perform our contracts, and where appropriate for our legitimate interests or with your consent.

Providing Your Personal Information

Some personal information is required so that we can meet our legal and regulatory obligations or enter into and perform our contract with you. For example, we require certain identification and verification information to comply with anti-money laundering requirements.

Where information is required and you choose not to provide it, we may be unable to open or maintain an account, provide a service, process an application or meet our legal obligations.

Where We Obtain Your Personal Information

Most personal information we process is provided directly by you. We may also obtain personal information from other sources where necessary, including Credit Reference Agencies, fraud prevention and identity verification services, public records, regulatory or government bodies, and persons acting on your behalf.

For junior depositors, information may also be provided by a parent, legal guardian or other person involved in opening or managing the account.

Where we obtain personal information from another source, we will provide appropriate privacy information within the timescales required by data protection law unless an exemption applies.

Nominee and Other Parties

Where a member nominates another person in connection with their account or death benefit, we may collect personal information about that person from the member. This may include their name, contact details, relationship to the member and other information necessary to administer the nomination and any resulting payment.

We will use this information only for purposes connected with administering the nomination, meeting our legal and regulatory obligations and dealing with any payment that may become due.

How We Use Your Personal Information

Newarthill Credit Union may process, transfer and/or share personal information in the following ways:

For legal reasons

- confirm your identity
- undertake activities to prevent 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

How We Use Your Personal Information (Continued)

For our legitimate interests

Where we rely on legitimate interests, our interests may include protecting the Credit Union and its members, junior depositors and other individuals from fraud and financial loss, administering and improving our services, managing our business effectively and recovering sums legitimately owed to us. We balance these interests against your rights and freedoms before relying on this lawful basis.

- 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

With your consent

- maintain our relationship with you including marketing and market research (if you agree to them)

Who We Share Your Information With

We may share information with:

- identity verification providers
- Credit Reference Agencies
- HM Revenue & Customs (HMRC)
- auditors
- providers of member transaction processing and accounting systems
- payment processing service providers
- providers of cloud hosting, email and IT services
- regulators, law enforcement agencies and government bodies where required by law; and
- other trusted suppliers who provide services on our behalf under appropriate contractual and confidentiality arrangements

Credit Reference Agencies

In order to process any credit application 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.

International Transfer

We will only transfer personal information outside the United Kingdom where appropriate safeguards are in place, or where permitted by UK data protection law.

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 that information to tax authorities in countries where you or a connected person may be tax resident.

Security Measures

We are committed to protecting your personal information and have implemented appropriate technical and organisational measures to safeguard it against unauthorised access, loss, misuse, alteration or disclosure. These measures include:

- Multi-factor authentication (MFA) for systems where it is supported
 - Microsoft 365 security controls, including identity, email and device protection
- Role-based access controls and the principle of least privilege, ensuring access to personal data is limited to those who require it for their duties
- Secure destruction of personal data when it is no longer required, in accordance with our retention policy
- Regular encrypted backups of our data, stored securely within the United Kingdom to support business continuity and disaster recovery
- We regularly review and update our security measures to help ensure they remain effective and appropriate to the risks associated with the processing of personal data

Retention of Personal Information

Personal data is retained in accordance with the Credit Union's Document Retention Schedule. Our document retention register details the various lengths of time we are required to hold your information. In many cases we will hold this information for a period of time after you have left the Credit Union.

Retention periods are determined by the purpose for which the information was collected and any applicable legal, regulatory, accounting or reporting requirements.

Automated Decision Making

Credit assessments may involve automated scoring. However, automated scoring does not solely determine the outcome of a lending application and is reviewed by a member of staff or the credit committee before a lending decision is made.

Artificial Intelligence (AI)

Where AI-assisted technologies are used to improve administrative efficiency, they are operated under appropriate safeguards and do not replace human decision-making where legal or significant decisions affecting individuals are made.

Personal Data Of Junior Depositors

Where a junior depositor account is opened or managed by a person other than the child's parent or legal guardian, such as a grandparent, aunt, uncle or other appointed adult, written consent from a parent or legal guardian must be obtained before the account can be opened.

Until the junior depositor reaches the age of 16, the account may be managed by the parent, legal guardian or other authorised adult in accordance with the Credit Union's Rules and the authority provided for the account. Junior depositors nevertheless have rights in relation to their own personal information. Where a junior depositor has sufficient understanding to exercise those rights themselves, we will recognise those rights in accordance with applicable data protection law.

Upon reaching the age of 16 and becoming a member of the Credit Union, responsibility for the account will transfer in accordance with the Credit Union's Rules.

Accountability

The Credit Union maintains records of processing activities, carries out Data Protection Impact Assessments where appropriate, provides regular staff training and reviews its data protection controls annually.

Data Breaches

Personal data breaches are managed under the Credit Union Data Breach Procedure and, where required, reported to the Information Commissioner's Office within 72 hours.

Your Rights Under UK GDPR

- 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 automated decision-making and profiling
 - Right to withdraw consent
- The right to complain to the Information Commissioner's Office

Data Subject Requests

How to make a request

Contact the Credit Union and ask to speak to the Compliance Officer. Requests may be made in person, by telephone, by email or in writing.

Proof of identity

To protect your personal information, we may ask you to provide proof of identity or answer security questions before processing your request.

Response times

We aim to acknowledge your request within 7 days and will respond without undue delay and normally within one calendar month of receiving your request, or of receiving any information reasonably required to confirm your identity or authority to act on another person's behalf. Where a request is particularly complex or multiple requests have been made, we may extend this period by up to a further two months. If this is necessary, we will inform you of the reason for the delay.

Data Subject Requests (Continued)

Circumstances where rights may be restricted

Your rights under UK GDPR are not absolute and may be limited where we are required to retain or process your personal information to comply with legal or regulatory obligations. This may include circumstances where:

- we are required to retain records to comply with the Data Protection Act 2018, UK GDPR, anti-money laundering legislation, financial services regulations, taxation requirements or other legal obligations;
 - disclosure of information would adversely affect the rights and freedoms of another individual;
- information is subject to legal privilege or relates to the prevention, detection or investigation of crime or fraud;
 - we are required to retain information to establish, exercise or defend legal claims;
 - another exemption under the UK GDPR or Data Protection Act 2018 applies;
- records relating to identity verification and transactions are often retained to comply with the **Money Laundering Regulations 2017**, which means the right to erasure may not always apply immediately;

If we are unable to fulfil your request in whole or in part, we will explain the reason unless we are legally prevented from doing so. You also have the right to complain to the Information Commissioner's Office if you are dissatisfied with how we have handled your request.

Data Protection Complaints

If you have concerns about how we have collected, used, stored, shared or otherwise handled your personal information, you have the right to make a data protection complaint directly to the Credit Union.

You can make a complaint by contacting the Compliance Officer using the contact details below. We will acknowledge and investigate data protection complaints in accordance with our Data Protection Complaints Procedure and keep you informed of the outcome.

You also have the right to complain to the Information Commissioner's Office if you remain dissatisfied.

Contact Us

For more information about how your rights apply to your relationship with the Credit Union, or to make a request under your rights, you can contact us via email manage@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 regularly review this Privacy Notice and update it where necessary. Where we intend to use your personal information for a materially different purpose, we will provide you with information about that new purpose and the relevant lawful basis before commencing the new processing, where required by law. We may also notify you of significant changes directly where appropriate.

Correct as at 6th August 2026