



Another busy start...

It's been all go here at EKCUCU, with the Board of Directors and staff team working hard behind the scenes to constantly improve the services we offer.

As well as completing a members' needs survey and an instore satisfaction survey we have been busy designing a new website to improve our online services and it should be ready to launch by the start of April.

As well as making it **FREE** to join, we are actively promoting payroll deduction to local employers and schools and are pleased to announce David Urquhart Travel as our latest payroll partner.

If you are interested in becoming one of our payroll partners please contact **Lori** on **01355 224771** for more information.



Retirement of Board Member

It is with regret but warm wishes, that we announce the retirement of one of our much loved and respected Board Members, **Mary McCann**.

Mary has been involved with the Credit Union Movement for over 30 years; her knowledge and dedication has been a crucial part of EKCUCU's success! Mary will be sorely missed by all staff, volunteers and directors and impossible to replace. We would like to take this opportunity to wish Mary enjoyment and happiness in her retirement.



£1.0 million lent to members



East Kilbride Credit Union is delighted to announce that in the first 4 months of our financial year we have lent a massive £1.0 million to our members. This is a fantastic achievement and we hope it continues!

CU Futures Course

East Kilbride Credit Union is delighted to announce that Lori Forsyth has been successful in her application to take part in the CU Futures Programme. This course is designed to encourage and develop young people working in credit unions to become the leaders of the future. There will be lots of hard work and effort ahead but this course will result in a recognised qualification, which will not only benefit Lori but EKCUCU also. We would like to wish Lori every success in her course and look forward to the opportunities that may arise from it.

BACS Payments

Due to the ever increasing cost of cash and cheque transactions, The Board of Directors has decided that, in the interest of members, the majority of payments will now be paid by BACS. With effect from 6 February 2017 all outgoing payments of £1000 or more will be made via BACS transfer only.

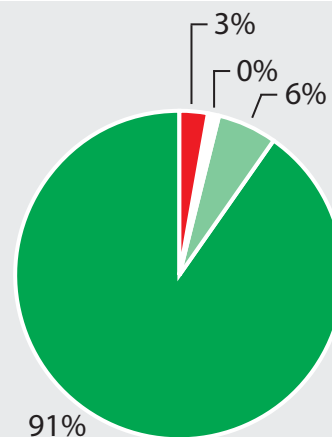
BACS payments are a fast and secure way to receive your money direct to your bank account. We offer both same day and next day options to ensure our members still receive their money in a timely manner.

MONEY LAUNDERING

In line with the Anti-Money Laundering regulations, East Kilbride Credit Union is required by law to verify the source of funds in certain cases. If you make a large deposit you will be asked to provide proof of where the funds originated from. These measures are in place to protect not only us, but you, the members.

Happy or Not?

If you have visited our office over the past two months you may have noticed a new addition at the front door. We have introduced a Happy or Not terminal to allow us to measure how our members feel about the level of customer service they receive. Over the past two months I am pleased to say that 91% have said Very Positive and 6% have said Positive. We will continue to monitor the results over the next 4 months. Please press a button on the way out and let us know your thoughts!



Member Savings

The Board of Directors has decided to introduce a cap on share balances at a maximum of £10,000.00 per member.

This will, at present, exclude any share balances above £10,000.00 which are attached as loan security until that loan term is complete.

Members who are affected by this change have been contacted and in an effort to assist the Board has secured the services of an independent financial advisor to discuss alternative arrangements. If you wish to take advantage of this service, an appointment can be made on your behalf.

Member Loans

Credit Unions continue to thrive when their members borrow at reasonable rates of interest. As our income is totally based on loan interest and bank deposit income, we recognise that we need to lend more to our members in order to maintain an acceptable and healthy balance between savings and loans. We have recently introduced new lower loan rates to encourage you to consider East Kilbride Credit Union as your first port of call when considering a loan and we intend to offer competitive rates for the foreseeable future.

Life Savings and Loan Protection

East Kilbride Credit Union currently offers free life insurance on members' savings. During the recent Business Review the Board of Directors decided that this valuable member benefit will continue up to a maximum of £5000.00 per member. With average savings per member being around £1600.00, the revised insurance cover is more appropriate in the current economic climate.

Free Loan Protection

East Kilbride Credit Union also offers free loan protection as a benefit to members. Currently, loans are protected up to a maximum of £15,000.00 to ensure your debt would be cleared in the event of a claim being made by your family. The Board of Directors are pleased to say that this amount will remain unchanged.

These changes will take effect from 31 March 2017.



MEMBERS' AREA

My wife Joanne and I would like to share our story with the members of the East Kilbride Credit Union. We decided to have a big wedding do up at a Duck Bay Hotel Loch Lomond September weekend 2016. About a year before I popped in and spoke to the staff there who advised me the best way to go about things. Only having recently joined we were unsure as to how long it would take etc. After many months of saving the credit union came up trumps and advanced us a large portion of the amount needed to have 80 guests wined and dined for the day. Without the credit union's support and guidance our wedding wouldn't have taken place. We will do our bit in telling people about the benefits of saving with the credit union. Mrs Wilson and I would like to say a huge thank you to all concerned, from that initial meeting to the board authorising our money. Keep up the good work. Dave Wilson.



Competition Winners!

Well Done to Stephen McMorrow who was the lucky winner of our Christmas Competition!

Stephen won a chocolate bouquet and £50 to spend at EK Shopping Centre!



Well Done to Helen Duffy who was the lucky winner of our Valentine's Competition!

Helen won an overnight stay with Dinner B&B and a bottle of wine at The Torrance Hotel!



Members' Needs Survey

We recently created a Members' Needs Survey to find out what our members want. Thank you to everyone who took part. We rely on participation in these surveys in order for us to create the products and services that YOU, our members want! We are pleased to say over 600 members took part. The results are currently being analysed by the Board of Directors and we look forward to updating you with our findings/changes in the Summer Newsletter.

Joint Accounts

We are pleased to announce the introduction of joint accounts! Please phone or enquire in the office for further information and a joining form. The joint accounts will also work in collaboration with our new Home Start Deposit Loans.



Home Start Deposit Loans

The Home Start Deposit Loan allows first time buyers the opportunity to save an agreed amount for 6 months that will help them towards their mortgage deposit, up to the maximum of £10000, for their first home. For more information please pop into the office or call us on 01355 224771.



Christmas Savings Account

We have introduced a new Christmas Savings Account. This account is designed to allow you to save a little each month in order to make managing your finances during the festive period that little bit easier. Please enquire in the office about setting up a Christmas Savings Account today!



EASTER COMPETITION

As the Easter Bunny will soon be making an appearance we have decided to run a competition to get you in the mood for Easter. The winner of our competition will receive an Easter Chocolate Bouquet! Entries can be placed online via our Facebook page and in the office until 10 April 2017!



For your up to date balance
24/7!

Have you registered
for our online services?

Check your balances, make a payment,
apply for a loan and make
share withdrawals 24/7

Register today:
www.ekcreditunion.co.uk

Are your details up-to-date??

Email us at info@ekcreditunion.co.uk

Or call us on 01355 224771
to let us know of any changes