



BUSY, BUSY, BUSY...

The Staff and Board of Directors have been extremely busy since our last Newsletter in March 2017. The website has undergone a massive transformation and is now compatible with all mobile devices. Have a look and see what you think at www.ekcreditunion.co.uk.

We have received a vast amount of interest in our Home Start Deposit Loans and our staff are busy signing members up and completing their savings agreements. We are confident that this product will be a great success and look forward to issuing the first Home Start Deposit Loan! If you would like to find out more information contact the office on 01355 224771.



Staff Uniform



If you have visited our office recently you may have noticed our fantastic new staff uniform. The Board of Directors made a decision to introduce a staff uniform which came in to effect last month. I am sure you will agree our staff look very smart and are now easily identifiable when you visit the office.

CU Futures Launch



Congratulations to our colleague Lori who recently attended the launch of the CU Futures Programme in Manchester. Lori will spend the next 12 months working towards a London Institute of Banking and Finance Certificate in Credit Union Professional Conduct. We wish her every success and look forward to supporting her over the next year in her coursework and fundraising.

We've reached £2.0 million!

It doesn't seem that long ago that we were celebrating lending £1.0 million to our members in the first 4 months of our financial year. Well we are delighted to say that just two months later this figure has increased to £2.0 million. This is a great achievement and we couldn't do it without YOU, our members.



Joint Accounts

The introduction of our Joint Accounts has been very successful. A large number of members have already signed up to start saving with their partner. Members can choose to save in both their joint and individual account if they wish to do so. If you would like to find out more, contact one of our friendly team members who will be happy to provide you with more information.



Members Information

Standing Order and Direct Debit - What's the difference?

East Kilbride Credit Union offers members the choice to pay into their account via Standing Order. This is a quick and convenient way to pay back your loan or increase your savings.

Standing Order – A Standing Order is an agreement between you and your bank to **send** an agreed amount to EKCUCU on an agreed date and frequency. By setting up a Standing Order you are giving your bank permission to send the funds on your behalf until you notify them otherwise. EKCUCU has no authority to alter the amount, date or frequency.

Direct Debit – A Direct Debit is when an organisation has an agreement with you to **collect** an agreed amount each week/month. At present East Kilbride Credit Union does not offer a Direct Debit Scheme and does not have authority to request funds from your bank account.

Remain Active

In order to remain an active member of East Kilbride Credit Union you need to make at least one transaction within any 12 month period. To prevent potential fraud we sometimes have to make old accounts dormant. Prior to any account being made dormant we will write to you informing you that you need to make a transaction and give you a reasonable timescale to do so.

Membership Fee

All adult members of the Credit Union pay an annual membership fee (AMF). This fee is collected on or around the 30th September each year and is taken from your savings. The fee to be collected is £6.00. This covers all of the admin costs associated with running your account and at less than 2p per day is good value for money.

Bacs Payment

The Board of Directors recently made the decision to make any outgoing payments in excess of £1000 or more via BACS transfer. We are delighted to say that our members have found this a more secure, quick and convenient way of receiving their money. Simply provide us with your bank details and choose to receive your money same day or next day. It really is as easy as that!

Go Paperless!!

Did you know that switching to paperless statements helps keep your information secure?! Fraudsters like a paper statement as it provides them with easy access to your details. Not only is it more secure but it also cuts down on clutter and lets you do your bit for the environment.

It's easy to go paperless. All you have to do is call us on **01355 224771** or drop us an email to **info@ekcreditunion.co.uk** with your membership number and your email address and we will have your account set up to receive electronic statements.

Account Information

It is important that you keep us up to date with any changes to your account. If you have changed address, telephone number or email address then please let us know ASAP. You can email us at **info@ekcreditunion.co.uk** or call us on **01355 224771**.

Car Park



Our new premises at Brouster Hill have a carpark, which our members can make use of, when calling into the office to conduct business.

Please remember that the car park is only open for use during office hours and should only be used while you are in the credit union office. This ensures a constant flow of spaces for all members to use throughout the day.

Paypoint

The Co-op Bank has recently made the decision to withdraw the PayPoint service that it offers to credit unions. This means that from 31st October 2017 you can no longer pay into your credit union account via PayPoint.



MEMBERS' AREA

Members' Needs Survey Findings

Do you think EKCUC offer competitive rates of interest?

A massive 94% of you answered yes!

Do you think our offices are friendly and welcoming?

93% of you said yes, with a further 6% answering sometimes.

What is your primary purpose for using the credit union?

- 58% - Saving
- 13% - Borrowing
- 1% - Free Life Insurance

What do you think of the current services we offer?

- 52% - Very Good
- 40% - Good
- 7% - Average
- 1% - Poor

We would like to thank over 600 members who took part in this survey. These surveys play an important role in helping us make future decisions. We take into account all comments received and will work with the Board of Directors to ensure that we keep improving services to members.

Easter Competition Winners!



Congratulations to Stephanie Meechan who was the lucky winner of our Easter Competition! Stephanie won a luxury Easter Hamper which included lots of chocolate goodies!

As usual we received a huge number of entries to our competition. All winners are selected at random so keep on entering as next time it could be **YOU!!**

Coffee Time



Have a little bit of YOU time and take 5 mins to complete our word search and quiz! Test YOUR knowledge on East Kilbride Credit Union.

E L N L C F N A U T U D P L E
 T E J N T O J H R I U E O P D
 H L C O O E M A N G D A Y A I
 I K W N K Y T M E C N D S P R
 C S K B A S V M U P W A H J B
 A L S X E R L V R N V Y J T L
 L Q J M U P U O D I I Z U E I
 T J O H H C T S N L W T H I K
 Q H A A S E Y G N E N K Y O T
 H J Q J C Z N O M I Y J I O S
 S I X T S N A O L Q E I B Z A
 Z C I T O Q W G L U G F Y K E
 K O S T N U O C C A T N I O J
 N J B O R R O W I N G B Y L D
 I C K K U U Y Y W W F F B N W

- BORROWING
- ETHICAL
- LIFEINSURANCE
- SAVING
- COMMUNITY
- HOMESTART
- LOANPROTECTION
- EASTKILBRIDE
- JOINTACCOUNTS
- LOANS

QUIZ TIME

1. In which year was East Kilbride Credit Union established?
 - 1975
 - 1982
 - 1990
2. East Kilbride Credit Union provides the following to its members?
 - Savings only
 - Borrowing only
 - Both
3. How much is the annual membership fee?
 - £20
 - £15
 - £6

