



EKCU IN 2020



Ever wondered how **YOUR** credit union keeps delivering new products and services? How do the directors decide what to do for you, the members?

As our customers know, the credit union is a democratic organisation run by volunteer directors elected by the members at the Annual General Meeting. The Board is supported by a staff team and together they held a Strategic Planning Day recently in the Torrance Hotel.

The modern credit union is a business, and like all businesses, they have to plan for the future. And this is even more true of credit unions who are supervised by both the Financial Conduct Authority and the Prudential Regulation Authority. The regulators insist that we have business plans covering the next three years and it's down to the staff, volunteers and directors to draw up those plans.

So what will 2020 look like for EKCU? Probably much more digital with members being able to complete most transactions online and have access to a mobile app. We will always be open in our East Kilbride office to serve our members but where we can automate processes, reduce costs and improve the customer experience we will do just that.

Freshers Week

We were delighted to be in attendance at Freshers Week for South Lanarkshire College. It was great to have students and staff show an interest and sign up on the day. Our piggy banks went down a treat as did our Instagram Photo Frame and props. We would like to take this opportunity to wish all the students good luck in their studies.



Summer Loans Sale Success



The staff team and Board of Directors worked together to offer members a Summer Loan Sale this quarter. Members who signed up for new borrowing of £2000 to £4999 during the month of July were given a reduced interest rate. This proved a huge success and we were able to lend an additional £85k during this period. Keep an eye out for our future offers!

Outstanding Achievement Award



Congratulations to our colleague Stephen who received our first Outstanding Achievement Award. The Management team and board, after consideration, decided that Stephen had gone that extra mile and were keen to show their appreciation.

Members Information

Car Park



We have a car park available for members only while they are conducting credit union business within the office. Car parking spaces are limited and it is important that once you are finished in the office you leave the car park. This ensures a constant flow of spaces for all members to use throughout the day. Please remember that our car park is only open for use during office hours but will be closed if it gets too crowded.

Partnership with EKHA

East Kilbride Credit Union works closely with East Kilbride Housing Association and they meet regularly to discuss ways in which we can work together to benefit the residents of East Kilbride. Currently all residents of EKHA are entitled to a £20.00 voucher to open a CU account and, if you haven't already done so, please speak to EKHA for more information.

Bank Boost Loan

We all know there are times when the month is longer than the salary and we need a helping hand. That is why we have introduced our NEW Bank Boost Loan to help you out when it is needed. The Bank Boost Loan allows members to borrow £250 to be repaid over 6 months, and is a great alternative to a pay-day loan.

Membership Fee

The annual membership fee is deducted from all member accounts on the 30th September each year. This will appear on your statement as AMF and is £6.00.

Paypoint - 31st October 2017

REMEMBER - The 31st October is the last date in which you can pay into your credit union account using PayPoint – any payments made after this date will not reach your CU account. There are several other payment methods you can use – if you would like to pay by Standing Order or discuss the payment methods available, please feel free to phone the office and speak to a member of our team.

FREE LPLS



LPLS – Loan Protection Life Savings Insurance

Did you know that as a member of East Kilbride Credit Union you receive Life Savings and Loan Protection Insurance? This is a great benefit for all CU members and is completely **FREE** of charge – just another perk of having a CU account!

If you would like to find out more you can do so by visiting www.ekcreditunion.co.uk or alternatively ask a member of staff next time you are in the office.



MEMBERS' AREA



Well done to
Lynsey McChlery!
Lynsey was the winner
of our summer competition
for 100 Euros

MEMBERS STORY

I was originally recommended by a friend to join the Credit Union as a way of saving as I had traditionally like many people saved through bank/building society. Shortly after joining I read through the newsletter that they were going to offer a Home Start Deposit Scheme. After some consideration I decided to save into this as I had intended to buy a property in the near future anyway so had nothing to lose by doing so.

I called into the East Kilbride Credit Union office and signed up for the Scheme. I dealt with Aimie who was exceptionally helpful and fully explained the process (which was relatively straightforward). I was kept fully informed all the way through to when I eventually purchased a property.

There were no mountains of paperwork or a million questions - just a simple easy friendly process.

I would recommend that anyone thinking of buying and looking to possibly have a little extra help with deposit funds to give this option some consideration even if it's just popping in and chatting in through initially with someone at the East Kilbride Credit Union.

Norah



HOME START DEPOSIT LOAN

Our Home Start Deposit Loan scheme has been in operation for a few months and is now in full swing with lots of EKCUC members signing up to get onto the property ladder! We're pleased to announce that our first member has successfully purchased their first property with a couple more hoping to complete within the next few weeks. If you haven't heard about our Home Start Deposit Loan scheme yet, make sure to follow our website, social media or phone the office on **01355 224771** to find out more!

GOING PAPERLESS



We are hopefully moving towards becoming a paperless office. Not only will this help us reduce the size of member files but it also helps keep your information safe and secure.

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 paperless 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.

Year End



The 30th September marked the end of another successful financial year for East Kilbride Credit Union. We would like to take this opportunity to thank our members for their continued support. Our new financial year started on 1st October 2017 and we look forward to another successful year ahead, with YOU our members at the heart of everything we do.

Yearly Stats

- **£4,491,391** In savings were deposited during the financial year 2016/2017
- **£4,515,485** Was paid out as Share Withdrawals during the financial year 2016/2017
- **£3,859,246** Was paid out in loans during the financial year 2016/2017
- The most common purpose for a loan over the last year has been **holiday**
- We have **5457** Active members
- We have **780** Active junior members

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**.