



IT'S BEEN 12 MONTHS...

It has been a full year since we first introduced our Home Start Deposit Loans. This new initiative has been a great success and has helped many of our members get on to the property ladder.

So far we have had 51 individuals/couples signed up to the scheme, we have paid out a fantastic £60K in lending and we have seen 9 successful home sales so far, with a further 31 individuals/couples still looking for their perfect home.

A crucial part of obtaining the loan is of course securing a mortgage. This is where our IFA, Angie Taylor comes in. Angie has played a huge part in the success of this product and works hard to secure mortgages for all applicants.



Angie said: "The Home Start Deposit Loan scheme is an amazing, unique offering from East Kilbride Credit Union that enables first time buyers to get on the property ladder years in advance of when they would have been able to if they had to save for the deposit or rely on parents to provide them with the funds. The applicants I have seen have been first time buyers and have welcomed the opportunity to sit down with an Independent Financial Adviser like myself who can explain the process involved and provide advice on the best product and interest rate for their needs and the best way to structure their mortgage.

A mortgage is one of the biggest financial commitments you will ever make so it pays to get the right advice at the beginning. I can hold your hand throughout the application to make sure that everything is easy and smooth with a positive end result.

It has been a pleasure being involved with the Home Start Deposit Loan Scheme and all the staff at East Kilbride Credit Union and in helping to change so many people's lives. Many had thought they would never have been able to afford a property and we have helped to make their dreams come true.

If you would like to see how we can help to make your dreams come true, please don't hesitate to get in contact with the Credit Union on **01355 224771** or myself **Angie Taylor** at **IFA World** on **07771 992973** or **angie@ifa-world.co.uk**".

"The Home Start Deposit Loan was a huge weight off our shoulders. It meant we could move on in life without having to save for years which we know can be hard. We have now planned our wedding this year in our new home. EKCUCU were very friendly and professional throughout the whole process. It was quick and easy to do and a friendly mortgage adviser was provided to help with any questions and deal with all the important parts. We would like to say thank you to EKCUCU and Angie our mortgage adviser who we could not have done without. We would recommend the scheme to anyone who is struggling to save or looking to buy a home. It has changed our lives."

Natalie Crooks & Kevin Doherty

"The Home Start Deposit Loan was excellent. As we were renting, saving up for a deposit for our first home was proving difficult - the HSDL was a great solution which allowed us to buy the perfect home a lot sooner. I would recommend the scheme particularly to anyone who is renting and facing the prospect of years trying to save for a deposit - the scheme will help you buy your own home within months rather than years. The staff involved are great and guided us through the whole process."

Anonymous

Managing Your Account

WE WANT YOU TO MAKE THE MOST OF YOUR CREDIT UNION ACCOUNT SO WE HAVE CREATED SOME HELPFUL HINTS AND TIPS ON HOW BEST TO MANAGE YOUR ACCOUNT.

1

Credit Unions continue to thrive when their members save and then borrow against their savings at reasonable rates of interest. In order to get the most from your account you should save regularly and build up a savings pot. Making deposits and withdrawals in the same month will prevent you getting the most from your account.

2

If you have an existing loan you do not need to clear the balance before applying for a new loan. You can apply for a top up loan at any time. We do however ask that you leave at least 12 weeks between applications.

3

It is your responsibility to ensure your loan repayments are made on time, and for the correct amount. This includes checking and making adjustments to your Standing Order where necessary. If you need to change the frequency in which you pay i.e. weekly to monthly then please contact us. Late payments could incur higher interest costs.

4

If you are struggling to make repayments on your loan then come and speak to us ASAP. Our friendly staff team will do everything they can to help you out. Don't let your account go into arrears before you come and speak to us.

5

Manage your account online 24/7. Did you know you can register to access your account online? This allows you to view accounts, make payments, apply for share withdrawals and make loan applications all from the comfort of your own home.

6

East Kilbride Credit Union has a minimum share withdrawal amount of £10.00. If your account has less than £10.00 and you make a withdrawal this will close your account.

7

Are your details up-to-date??
Email us at info@ekcreditunion.co.uk
Or call us on **01355 224771**
to make any changes

8

To allow our staff to help you as quickly as possible we would advise having your account number and personal details to hand. When telephoning the office our staff will take you through some security questions. This is to help protect you and your account.

Members Information

£1 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. Thank you to you, our members for choosing East Kilbride Credit Union for your borrowing needs. Long may it continue!



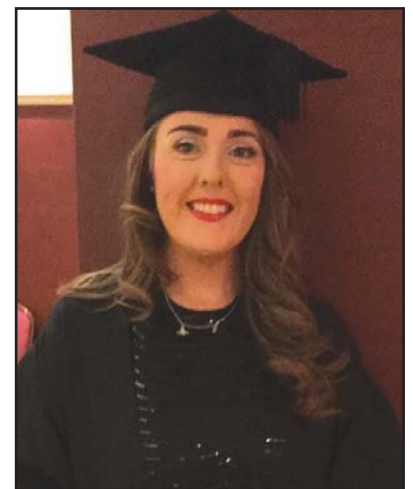
AGM

The business held its 36th Annual General Meeting in the East Kilbride Old Parish Church on 26 February. The meeting was well attended and members heard the Auditor explain that the credit union had had another good year with lending up by 26% on last year.

After four years in the Chair, Cllr Archie Buchanan stepped down from the role but will remain an active member of the Board of Directors. Your new Chair is Stephen Sherriff who many people will know as a successful businessman in the town. Stephen has been a member of the credit union for over ten years and has served on the Board for many of these.

GRADUATION AT ABCUL CONFERENCE

Our Business Services Officer, Lori, graduated at the ABCUL conference this month after completing a year's course under the CU Futures programme. During the course Lori has had to attend events in London and Manchester, complete several reports and complete a group project to present at the conference – all alongside her normal daily job. Lori will also be required to take an exam before the summer to gain an official qualification in Credit Union Professional Conduct from the London Institute of Banking. The Board and staff team would like to congratulate Lori on all her hard work over the year and her graduation! Well done!!



New Directors

We received a great response to our campaign inviting members to join the Board of Directors at East Kilbride Credit Union. This is an excellent time to be involved with the Credit Union as we move towards new and exciting changes to help the business grow.

All your directors are unpaid volunteers and freely give their time and skills – their contribution is very much appreciated. Pictures of all the directors are available on our website and the latest recruits are Shona Mitchell and Joe Berry.

Carnegie Trust

East Kilbride Credit Union is part of a consortium of five credit unions working in partnership with the Carnegie Trust to increase employer engagement across the central belt of Scotland. The aim is to recruit a business development specialist who will visit local employers and encourage them to consider Payroll Deductions.

If you think you or your work colleagues would benefit from a Payroll Deduction scheme at your place of employment, please call us on **01355 224771** and we'll be happy to assist. You can learn more about Carnegie at their website www.carnegieuktrust.org.uk

CYBER ESSENTIALS ACCREDITATION

East Kilbride Credit Union is delighted to have achieved the required standard for the government-backed Cyber Essentials scheme. General Manager, John Lange said, "The Board took the decision to seek accreditation as they are well aware of the risks to member data through viruses, malware and other cyber-attacks. We worked closely with our local IT partners VectorCloud to help us secure the network and keep the devices and software up to date. This helps us guard against the most common cyber threats and demonstrates our commitment to cyber security."

Members Information

Happy or Not...



You may have noticed that our Happy or Not machine is no longer in the office. We had this available for a period of 12 months to allow members to provide feedback on the service they received whilst visiting the office. In total we received a fantastic 2749 responses with 94% of respondents rating us as good or excellent! Thank you to all of our members who took the time to provide this feedback, it is essential in helping us improve our service.

COMPETITION WINNERS

Well done to Jamie Hannah who was the lucky winner of our Christmas Competition!

Jamie won a Chocolate Bouquet and a £50 gift card. A nice surprise just in time for Christmas!

Jamie's son Sam looked very excited about the chocolate!



Well done to Elizabeth Evans who was the lucky winner of our Valentine's Competition!

Elizabeth won an overnight stay for 2 including breakfast, chocolate dipped strawberries and a bottle of wine at The Grand Central Hotel, Glasgow.

Thank you to Elizabeth's Husband William who kindly collected her prize.



We received a huge amount of entries for both competitions and each winner was selected at random. Both winners were delighted with their prizes! Keep an eye out for future competitions ... **Next time it could be YOU!**

Outstanding Achievement

Congratulations to our colleague Linzi who received our most recent outstanding achievement award. Linzi is the youngest and newest member of the team but has very quickly become an expert in her job role and has been noticed for her positivity and knowledge of our new Home Start Product. Well done Linzi!



Quick Stats

Since 1 October 2017...

- **£1,885,016** in savings deposits
- **£1,531,748** paid out in share withdrawals
- **£1,330,244** was paid out in loans
- We currently have **5848** active members
- We currently have **767** junior members