



East Kilbride
CREDIT UNION

East Kilbride Credit Union

SECURE LOANS

WHAT IS A SECURE LOAN?



A secure loan means you are borrowing the same amount of less than your savings balance.

The loan is secured against your savings with the credit union, therefore as there is no risk, the loan is normally approved on the same working day you apply.

Borrowing from your local credit union instead of withdrawing your savings, means that your life insurance is not affected, and once your loan is repaid, your savings will still be there to use again in future.

- Secure loans are charged at 7.2% APR
- Loans from £500 – £2999 should be repaid within 36 months.
- Loans from £3000 – £10000 should be repaid within 60 months.

If you have any access requirements or require additional support, a member of the team will be happy to help.

HOW IT WORKS

- You apply for a secure loan in the office or via the members are of the website or APP.
- Secure loans are charged at 7.2% APR.
- Shares are held as collateral against your loan.
- A member of the team will process your application and arrange for you to call in to sign your paperwork, or post it out to your home address for signature.
- Unfortunately, loan paperwork can not be emailed or scanned.
- You will be required to provide a copy of photographic ID.
- Once your paperwork has been signed, your loan is applied to your CU account and should be received in your bank the same working day.
- Your first repayment will be due one month from when your loan is applied to your account.
- You should set up a standing order with your bank account to repay your loan.
- You can continue to save while repaying your loan, should you wish to do so.
- You can only make a withdrawal during the term of your loan if your share balance is higher than your loan balance, at which point you can withdraw the difference.

SORT CODE: 80 54 01
ACCOUNT: 10252865
REF: MEMBER NO & SURNAME

RESPONSIBLE LENDING



As a lender, we have a responsibility to act fairly and ensure you have the information you need to make an informed decision when considering a loan from us.

We have listed some of our key responsibilities below, including what we ask of you, to ensure that the relationship works well for both of us.

Our commitments to you:

- We will lend responsibly and aim to ensure your chosen loan product is affordable to you.
- We will provide you with information about our loan products and how they work, in a clear and understandable way, so that you can decide what's best for you and your needs.
- We will treat you fairly and reasonably at all times and make sure that you are provided with a high level of customer service.
- If you inform us of any errors, i.e. about the personal information we hold about you, we will ensure to rectify this immediately.
- We will always aim to help you and explain your options, should you inform us about any financial difficulties.

What we ask of you:

- Please think carefully about whether you can afford to repay the money you want to borrow and to be open in all dealings with us.
- Take care of any personal or login details relating to your credit union account to help prevent fraud.
- Tell us as soon as possible if you suspect someone may have been misusing your login details or CU account.
- Carefully check your account on a regular basis. If something isn't right, please let us know as soon as possible.

Please let us know if:

- Any of your contact details change, so we can update our records.
- Your circumstances change, particularly if this will affect you managing your account financially.
- You think you won't be able to keep up with your repayments.

Please also refer to our loan conditions

WHAT THE TERMS OF YOUR SIGNED LOAN AGREEMENT MEAN

- We have agreed to lend you the money and you have agreed to repay it as arranged.
- It is your responsibility to ensure your loan is paid on time and your repayment is for the correct amount. If you need to adjust your standing order to match your repayments, you must do this via your bank, or by completing a new mandate in the office. We do not have control of this.
- We will add interest on to your loan balance daily. As your balance reduces so will the amount of daily interest. If you decide to pay higher repayments to clear your loan earlier than planned, you will pay less interest than originally stated on your agreement. If you stop paying your loan, your interest will still be added to your outstanding loan balance daily.
- Everything you have told us on your loan application is true and you will tell us if you find it difficult to make your loan repayments or if you change your address.
- If you don't make your repayments on time, we will contact you to find out why. The interest on your agreement is based on your paying on time. If you miss payments you may end up paying more interest than originally stated on your agreement.
- If you stop repaying your loan and we have to chase you for repayments, collection costs up to the value of £750 may be added to your outstanding balance.
- If your loan is in arrears, we have the right to take any savings you have towards the outstanding balance.
- Your savings in your Share 1 account are held as collateral against your loan. When your loan balance is less than your Share 1 balance you can withdraw the difference between the amounts. When your loan is paid off you can access the whole amount. Share 2 and 3 accounts are accessible at all times.
- The maximum Share 1 to loan transfers we can authorise during your loan term is equivalent of two months payments.

LOAN CONDITIONS

When you sign a loan agreement, this means you agree to repay with interest the total loan until it is clear. If you default on the loan repayments we will pursue, through the courts if necessary, each debtor until the full amount is recovered along with additional charges and interest if appropriate.

Payments are due at regular intervals in accordance with the signed loan agreement. If you fail to make payments at the agreed time we will:

- Contact you by telephone, SMS, letter or email to remedy the situation
- Invite you into our offices to discuss your repayments.
- Take into consideration any relevant change of circumstances.
- Charge you for letters if you fail to bring your account up to date.
- Transfer your share balance to service your loan repayments.
- Refer the debt to an external agency for collection and charge you with the associated costs up to a maximum of £750.00.
- Pursue the debt by means of court action including wage arrestment, bank arrestment, bankruptcy, inhibition on property and deductions from DWP.
- Record the details of default with the appropriate credit reference agencies.
- Restrict your account to future loans from the credit union.

Board of Directors
East Kilbride Credit Union



KEEP IN TOUCH

We post regular updates about the credit union, our products, local news, community events and competitions as well as behind the scenes glimpses of the team and credit union life. across our social media.



<https://www.facebook.com/eastkilbride.creditunion/>



<https://www.instagram.com/ekcreditunion/>



<https://twitter.com/EKCU82>



<https://www.tiktok.com/@eastkilbridecreditunion>



<https://www.ekcreditunion.co.uk>



info@ekcreditunion.co.uk



01355 224771

OPENING HOURS

MONDAY:

09:00 – 17:00 TELEPHONE SERVICE

TUESDAY:

09:00 – 17:00 TELEPHONE SERVICE

WEDNESDAY

09:00 – 17:00 TELEPHONE SERVICE

10:00 – 14:00 PUBLIC COUNTER

THURSDAY:

09:00 – 17:00 TELEPHONE SERVICE

10:00 – 14:00 PUBLIC COUNTER

FRIDAY:

09:00 – 17:00 TELEPHONE SERVICE

10:00 – 14:00 PUBLIC COUNTER

WHAT TO DO IF YOU ARE STRUGGLING TO MAINTAIN YOUR LOAN REPAYMENTS:

- Come and talk to us. You can phone, email or contact us via our social media accounts.
- We are here to listen and to help in any way we can.
- Explain your current circumstances to us and what's changed to help us understand what's going on.
- You can complete two months worth of transfers from your shares to loan during the course of your loan term to help with short term payment disruptions i.e. an unexpected bill.
- We can discuss your options, including a renegotiation of your loan repayments. This could reduce your repayments and spread them over a longer period to something more manageable.
- Renegotiations are reviewed every 6 months to ensure the repayments are still meeting your needs and to ensure you aren't paying more interest than necessary.
- You can increase your repayments at any time to clear your loan quicker, should your circumstances improve.



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MAKING A COMPLAINT

We aim to provide high quality, fair and ethical financial services to all our members. We welcome an opportunity to put things right for members who are dissatisfied with our service and your feedback will be used to improve services for all members.

If you are dissatisfied with your account or our service, please write to us at info@ekcreditunion.co.uk, or 43 Brouster Hill, East Kilbride, G74 1AG. Alternatively you can phone the office and place your complaint verbally on 01355 224771.