

NEWSLETTER



NEW Opening Hours

We asked our members in a survey, what opening hours would work best for their schedules- Thursday late night was the most popular answer.



We trialled 10am-7pm every Thursday for 4 months and found that we were busiest between 10am-6pm, so we are happy to announce that our new opening hours will be **10am-6pm every Thursday*** for the foreseeable future. *Festive hours may vary.



Christmas Loan

With Christmas just around the corner, you may be feeling some financial stress. Why not enquire about a Christmas loan with EKCUC? Loans starting at £500* you can take your repayments over 12 months and have it cleared in time for next Christmas! *Terms and conditions apply, subject to our usual lending criteria.



£1.5 Million Borrowed!

Thank you for choosing East Kilbride Credit Union for your borrowing needs! We have loaned £1.5 million to our loyal members between October 2022 - September 2023 to help them pay for holidays, home improvements, cars, weddings and many other important things.

Thank you!

Annual Membership Fee (AMF)

The Annual Membership Fee of £7 was deducted from members' accounts on 30 September 2023. This fee covers all aspects of running members accounts and works out at less than 2p per day.

Christmas Savings Club

You can access your Christmas Savings Club from 1 November 2023 to 31 December 2023. After this date, the account will be locked until 1 November 2024. If you do not have a Christmas Savings account and would like to open one, fill out a form in our office and start the account with a minimum of £10.



Spirit of Christmas Appeal

We are reaching out to our members who are in a position to help raise funds for the spirit of christmas appeal. We are accepting cash donations in our office which we will use to buy gift vouchers to donate to Woman's Aid.

By donating gift vouchers, it means the women who receive them can choose their own presents to gift to their loved ones this year. We are accepting donations in our office from Wednesday 4th October to 1st December.



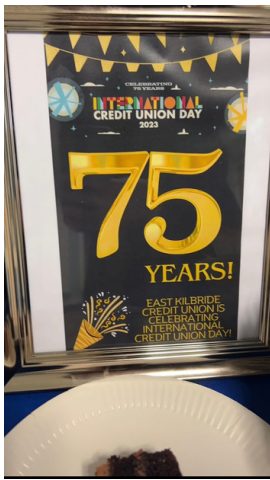
On Wednesday's We Wear Pink

On Wednesday 18th October, our team wore pink to support Breast Cancer Awareness and raised £29 to donate to Breast Cancer Research.



International CU Day

On Thursday 19th October we celebrated the 75th International Credit Union Day! If you were in our office on this day you may have managed to bag a couple of freebies and a slice of cake! Here's to the next 75 years!



Share Alike Donations

Share Alike

The local community larder has run low on provisions and have sent an appeal for the following items. We will be taking donations in the office on behalf of them.

Breakfast Cereal	Sugar
Tea Bags/Coffee	Soap
Milk/Long Life Milk	Biscuits
Fruit Juice	Diluting Juice
Dried Pasta/Rice	Pasta Sauces
Cup A Soups	Jams
Instant Potato Mix	Kitchen Roll
Supernoodles	Pot Noodles
Sauce	Washing up Liquid
Baby Food	Pot Scourers
Infant Milk	
Tinned Products	
Mince/Stewing Steak	Tuna
Macaroni/Cheese	Hot Dogs
Potatoes	Soup
Fruit	Spaghetti
Vegetables	Meatballs
Rice Pudding	Beans

Join to Win!

Do you know someone who has been thinking about joining a Credit Union? Do they live or work in South Lanarkshire, North Lanarkshire, East Renfrewshire or Renfrewshire? If they join EKCUCU between November 1st - December 31st they will automatically be entered into our prize draw to win a £100 One4All voucher! Applications to join can be made online via our website or by picking up an application in our office. Winner will be contacted at the start of January 2024.



Halloween Competition winner

We asked our members on our social media to submit a picture in the comments section, showing us their Halloween costumes. Claire Traynor was the winner! Well done Claire, we hope you enjoy your spooky surprise. Keep your eyes peeled for our future competitions on our social media pages.



JUST FOR FUN: How many cheeky Christmas Elves can you spot throughout our newsletter?

Equifax Insight

We have contacted all of our members via email and post over the last 2 months about our move to Equifax Insight, in case you have missed it, here is what you need to know-

- We will now be sharing your loan repayment history & loan balance with Equifax
- This means your loan repayments will have an affect on your credit score
- If you default it could negatively impact your credit score
- If you never miss a payment and pay on time, it may boost your credit score

If you have any further questions about this change, please call us on 01355 224771.

If you do not have a current loan with us, this will not apply to you.



Cost of Living Crisis



App Update



We know the cost of living is affecting many people just now. If you are finding that you are struggling to maintain your loan repayments with EKCUC, please come and talk to us. We can discuss your situation, what's changed and look into a temporary renegotiation. This can mean lower repayments, or repaying over a longer term to ensure your repayments are manageable for you, avoid your account falling into arrears and gives you a little breathing space.

You may have noticed that the EKCUC App has not been working for some time now, we do apologise, however it is for a good reason- we are working on a



new and improved App! This will take some time to perfect, so we appreciate everyone's patience and understanding. We will update our members when we have a release date but in the meantime, you can still access your account via the website, over the phone and in our office. If you are having trouble logging in online, please call our office on 01355 224771 or email info@ekcreditunion.co.uk and a member of the team will help you reset your log in details.

Consumer Duty



The FCA recently brought in new Consumer Duty rules which all financial businesses must follow. The new duty sets higher and clearer standards of consumer protection across financial services and requires firms to put their customers needs first.

What does this mean for our members?

- It means that EKCUC will provide full information about all our services to our members for their own knowledge to ensure full understanding of loan agreements and membership rules.
- Members are required to sign loan agreements in person in our office to allow our loan officers time to explain the application from start to finish, this ensures members have full knowledge of the legality of the agreement and avoid any confusion about interest and repayments.

Reducing Debit Card Payments



Each time we process a card payment, we incur bank fees and would encourage members to make savings deposits through their online banking going forward, as these are free for us to process. You can do this as a faster payment or standing order.

Loan repayments must be made via standing order or payroll deduction only, this ensures payments are made on time and takes the stress out of remembering to make the payment as it is transferred automatically.



A standing order mandate can be completed and sent to your bank or alternatively, you can set up a payment using our bank details:

Sort Code: **80-54-01**

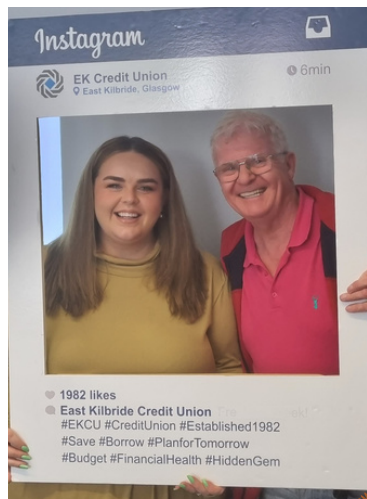
Account Number: **10252865**

Reference: ***Your Member Number followed by your last name*.**

Strategic Planning Day



Our staff team and Board of Directors met for our annual Strategic Planning Day on 22 August. It was a great opportunity to discuss plans and ideas to implement into our Credit Union to make 2024 a successful year. We reviewed our current services and products and sparked new ideas which will be developed over the coming year.



CU Consortium

At the start of October, a group of credit unions held a consortium at Glasgow City Chambers and invited Aimie & Louise from the staff team and Stephen & Ian from the Board of Directors.

We got to hear from inspirational speakers from within the credit union movement as well as people from the Scottish Government.

It was great to meet people from the same sector and hear about the great impact credit unions have on our local community and see how other credit unions run.

