



Member Booklet

A guide to services and key benefits as a member of Dungannon Credit Union.



1964-2024

www.dungannoncu.com

Dungannon Credit Union Ltd

Serving the local community for over 60 Years

Providing support to all of the named Charities & Community Groups in Dungannon, on behalf of our members in 2024. We celebrate our community and strive to grow relations, diversity, inclusion, integration and unity.



OPENING HOURS

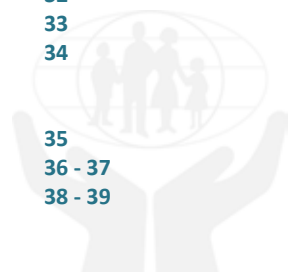
Tuesday - 9am - 4.30pm
 Wednesday - 9am - 1pm
 Thursday - 9am - 4.30pm
 Friday - 9am - 4.30pm
 Saturday - 9am - 1pm

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 ✉ info@dungannoncu.com
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Welcome

... Sveiki atvykę!

bem-vindo!

...Witam

WELCOME TO DUNGANNON CREDIT UNION

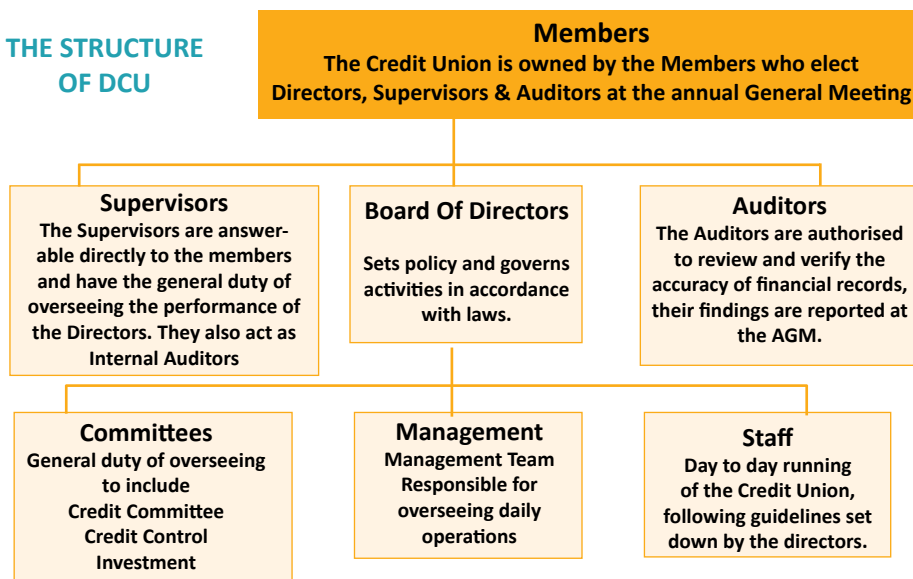
In this membership booklet we outline all the important information, products and services we offer and helpful tips so you get the most from your Credit Union membership.

ABOUT US

Since 1964 when Dungannon Credit Union was formed, it has gone from strength to strength, helping its members over the years to overcome the problems and pressures of everyday life. Unemployment, low wages, sickness and the many other causes that have led to financial difficulties now include the current cost of living increases. Dungannon Credit union is a not-for-profit democratic financial cooperative owned by our members, existing to serve our members- and work to financially help those in our common bond not to profit from their needs. This is the Credit Union difference, making us the best choice for you and your family.

Nowadays members use DCU to fund their holidays, cars and home extensions. Since 1964, Dungannon Credit Union has grown into an organisation with nearly 10,000 members, £26.3 million in savings and £8.2 million in loans to its members.

THE STRUCTURE OF DCU



**INTRODUCING OUR
NEW LOWER RATE**

5%

**SECURE SAVER LOAN
(5.12% APR)**

Members can keep their hard earned shares intact & borrow up to that value. Max £15,000 at 5% (5.12% APR) Apply in person, by phone or online. T&Cs Apply

Available at the counter to collect there and then!

038 8723729

info@dunganoncu.com
www.dunganoncu.com/loans

Apply Now On
Mobile or App

MEMBERSHIP

NEW FOR 2025

- ✓ A 0% Interest Free Winter Fuel Loan is available up to £500 over a maximum term of 6 months and in addition to your main loan. One Winter Fuel loan per household applies.
- ✓ A secured loan can be applied for up to the value of the members shares at a reduced rate of 5% (5.12% APR) Application can be made at the counter and paid out immediately. **Maximum loan amount £15k**
- ✓ DCU have introduced an additional three loan tiers which has increased DCU lending capacity to £60,000. **View calculator at www.dunganoncu.com for rates as low as 6.75% (6.96% APR)** to make those larger purchases and home improvements more affordable.
- ✓ DCU can offer up to a 10 Year term on loans over £15,000, making big projects and larger loans more affordable.
- ✓ Members can transact online through the website or through the App. Loan applications can now be completed online once the member is registered for access. Funds can be transferred directly to member bank account.

Borrow Local, Support Local



HOW DO I BECOME A MEMBER

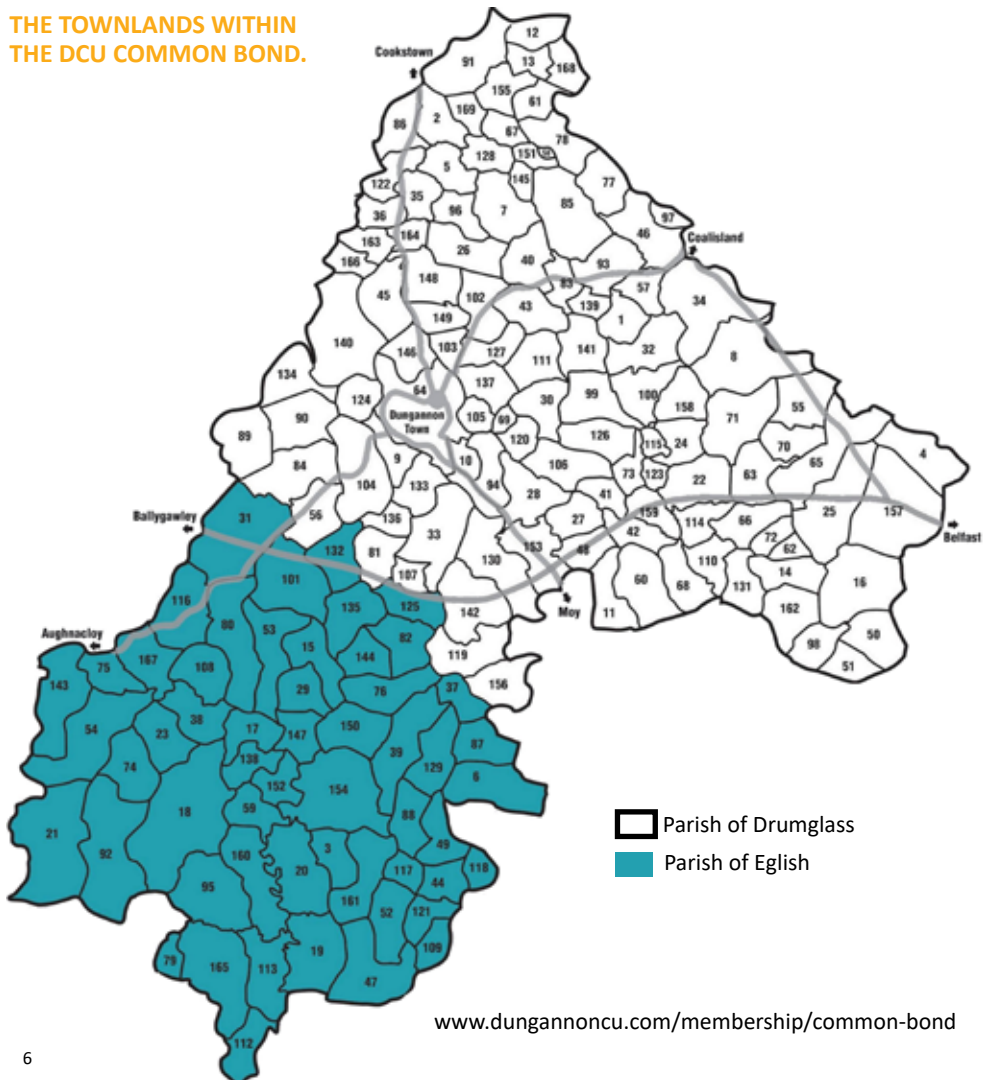
You are eligible to become a member of Dungannon Credit Union if you are over 16 years old and live OR work inside our Common Bond map below.

What is a Common Bond?

A Common bond is a thread which unites all members of a credit union. It defines the area within which the Credit Union operates. For more information call 028 87723729, email info@dungannoncu.com

or view our interactive map online at www.dungannoncu.com/membership/common-bond

THE TOWNLANDS WITHIN THE DCU COMMON BOND.



www.dungannoncu.com/membership/common-bond

Drumglass Parish

1. Aghakinsallagh Glebe
2. Agharan
4. Annaghbeg
5. Annaginney
7. Ballymenagh
8. Ballynakilly
9. Ballysaggart
10. Ballynorthland Demense
11. Bernagh
12. Blacktown
13. Bloomhill Demense
14. Bogbane
16. Bovean
- 22.** Cavan
24. Coash
25. Cohannan
26. Congo
27. Coolcush
28. Coolhill
30. Cornamucklagh
32. Corrainey
33. Cottagequinn
34. Creenagh
35. Creevagh Lower
36. Creevagh Upper
40. Cullion
41. Culnagor
42. Culnagrew
43. Curran
45. Derraghadoan
46. Derry
48. **Derrycreevy Knox**
50. Derrygally
51. Derrygally Demesne
- 55.** Derrymeen
56. Derryveen
57. Derrywinnin Glebe
58. Doras
60. Dreemore
61. Drumard
62. Drumard Cross
63. Drumaspil
64. Drumcoo
65. Drumcrow
66. Drumenagh
67. Drumey
69. Drumharrif
70. Drumhorrick
71. Drumkee
72. Drummard Glebe
73. Drummuck
77. Drumreagh Etra
78. Drumreagh Otra
- 81.** Dungorman
83. Edendork
84. Eskargh
85. Farlough
86. Feroy
89. Glassmullagh
90. Glenadush
91. Glencon
93. Gortin
95. Gortmerron (Drumglass)
96. Gortnaglush
97. Gortnaskea
98. Gortrea
99. Gortshalgan
100. Keenaghan
102. Killybrackey
103. Killylack Glebe
104. Killymaddy (Knox)
105. Killymeal
106. Killyneill
107. Killyquinn
110. Kinego
111. Kingarve
114. Laghey
115. Lederg
120. Lisnaclin
122. Lisnagowan
123. Lisnahoy
124. Lisnahull
126. Lowertown
127. Lurgaboy
128. Mineveigh
130. Moygashel
131. Moyroe
133. Mullaghanagh
134. Mullaghconnor Glebe
136. Mullaghdrolly
137. Mullaghdun
139. Mullaghmarget
140. Mullaghmore
141. Mullaghteige
- 145.** Quintinmanus
146. Ranaghan
148. Ross Beg
149. Ross More
151. Sessia
153. Stangmore
155. Stughan
156. Syerla
157. Tamlaghtmore
158. Tartlaghan
159. Tempanroe
162. True
163. Tullycullion
164. Tullydonnell
166. Tullygun
168. Whitetown
169. Woodhill

Eglish Parish

3. Annagh
6. Ballymackillduff
15. Boland
17. Brossloy
18. Cadian
19. Carrowbeg
20. Carrowcolman
21. Carrycastle
23. Clogherny
29. Coolkill
31. Cornmullagh
37. Crew
38. Crossteely
39. Cruminagh
44. Curran (part of Curran)
47. Derrycreevy
49. Derryfubble
52. Derrygoonan
53. Derrygortrey
54. Derrylattinee
59. Drain
68. Drumgormal
74. Drumnamoless
75. Drumnashaloge
76. Drumnastrade
79. Drumskinny
80. Dunamony
82. Dunseark
87. Finelly
88. Garvaghy
92. Gort
94. Gortmerron (Eglish)
101. Killybracken
108. Kilnacart
109. Kilnagrew
112. Knockarogan Glebe
113. Knocknacloy
116. Legilly
117. Lisbancarney
118. Lisgobban
- (part of Lisgobban)
119. Lismulrey
121. Lisnacroy
125. Lissan
129. Mossmore
132. Mulboy
135. Mullaghdaly
138. Mullaghlongfield
142. Mullybrannon
143. Mullycar
144. Mullycarnan
147. Roan
150. Sanaghanroe
152. Shanmoy
154. Stiloga
160. Terryglassog
161. Terryscollop
165. Tullygiven



SAVINGS

Secure saving accounts up to £15,000

INSURANCE BENEFITS

Range of different Insurance benefits.

LOANS

Loans offered at reasonable interest rates and tailored to fit each members' needs.

SERVICES

Online App & website to transact and borrow through. A local office with convenient opening hours

BENEFITS OF MEMBERSHIP

- No transaction fees.
- Flexible opening hours, including Saturday until 1pm.
- Support the local community by offering affordable, ethical lending.
- Savings are fully secured by FSCS. (See page 38)
- Offering a wide range of services both Online and in the Office.
- Loan applications can be made in person, on the phone or online through DCU website or App when logged into member account.
- Free insurance benefits on Loan, Savings and Death Benefit (See page 20,21)
- Online services such as Website and App to process transactions and transfer money on the go.
- Return on savings with annual dividend *(See page 13)
- Return on loan repayments with loan interest rebate *

** It is important to note both dividends and interest rebate payments are dependent on our financial performance throughout the year and are not guaranteed.*

MEMBERSHIP FEE

A £1.00 membership fee will be payable at account opening. By maintaining a minimum balance of £5.00 you will be an eligible member with voting rights.

At the Annual General Meeting, you have a voice in how you would like to see your Credit Union progressing, elect officers and approve Dividend and Interest Rebate rates.

HOW TO OPEN AN ACCOUNT

Contact the office on 028 8772 3729 and any staff member will be happy to talk you through the initial steps of becoming a member. An appointment can be scheduled, if required. Walk ins are welcome, subject to staff availability and provided the member has brought the required documentation (please see below)

Your application needs to be supported by two documents:

- 1. Photographic ID (e.g Passport / Drivers Licence) and**
- 2. Address Verification (e.g Bank Statement / Utility bill dated within the last 3 months).**

Please bring these documents along with you. Other combination of documents can be provided, please see list below or contact us at the office to discuss.

Please note that one document cannot be used for both photographic identification and proof of address.

***All acceptable address verification should be dated within the last 3 months.**

PHOTOGRAPHIC ID

1. Current Valid Passport (all countries)
2. Current UK/EU/US/Canadian/Australian Photocard Drivers Licence
3. EU National Identity Card Photocard
4. Citizen Card
5. Electoral ID Card
6. UK Disability Blue Badge with photo
7. Translink Smart and Senior Smart Pass

ADDRESS VERIFICATION

Issued in the last 3 months

1. Current UK/EU/US/Canadian/
Australian Photocard Drivers Licence
2. Bank/Building Society/Credit Card/Credit
Union/Mortgage Statement/E Statement
*Online banks such as Monzo or Revolut
cannot be accepted
3. Utility Bill / E Bill for fixed utility
(*mobile / dongle bills not acceptable)
4. HMRC / Government Body correspondence
5. Local Authority Correspondence
(e.g rates/council tax notice)
6. Medical Correspondence from Hospital/
Doctors Surgery (quoting H&C Number)

CHANGING ADDRESS

It is vital that we have up to date Proof of Address for all our members, therefore if you move its important you let us know as soon as possible. To change your address, we will require you to come into the office, providing us with proof of your new address, like a bank statement or utility bill, issued in the last 3 months. This helps us keep your account as safe as possible.



“ I have always found DCU Staff to be kind and patient with me, a Senior Citizen. It is very rare to get such personal service in any public service nowadays ”

Member Survey March 2024

FACILITIES IN DCU OFFICE

We are delighted to offer convenient **access for all members** with an open modern space at street level to transact in, offering members an enhanced experience that meets their changing needs. By having a much ‘Greener Focus’ DCU have installed solar panels to ensure we are reducing our carbon footprint.

- **A Quick Lodgement facility.**
- **A Self-Service booth enabling efficient transfers and balance enquiries, supporting our member online banking services.**
- **Opening hours also include Saturday opening to 1pm for members convenience.**
- **Additional consultation rooms will ensure the utmost discretion for our members.**
- **The familiar faces of our experienced teller staff look forward to welcoming members, new and old.**
- **An electronic community notice board in office, providing our members with CU news, events and help support local businesses.**
- **In July 2024 we introduced an Online Loan Application option for members convenience.**

“ **Digital When You Want it, Human When You Need It** ”



NEW FOR DCU MEMBERS

0% INTEREST WINTER FUEL LOAN

UP TO **£500**
ONE LOAN PER HOUSEHOLD



**0%
INTEREST
NOW
LIVE**

We've got the flexible loan for you.
Offering choice & convenience to our members.

Apply Online, by phone,
email or in person

Loan	£500 Maximum	Term	Weekly Repayment	Rate	Rate (APR)	Total Loan
Winter Fuel	£500	26 Weeks	£19.32	5%	5.12%	£500

- **NEW 0% Winter Fuel loan up to £500.**
- Available all year and in addition to an existing main loan.
- No top ups available.
- One per household.
- Repayable over maximum 6-month term.
- Fast application turn around
- Payment will be made directly to your supplier by cheque or bank transfer



HOW TO SAVE

*Regular Shares

The Regular Shares account is your main credit union account. A minimum of £5 must remain in your account to retain your Credit Union Membership. The shares in this account may be used as security against any loans issued.

*Easy Shares

Easy Shares is a separate sub account that can be accessed at any time and not pledged against any loan. This account enables members to save for any occasion and budget more effectively.

***£15,000 is the total maximum share limit across all accounts.**

MAKING A PAYMENT

You can pay into your account in several ways including over the counter by cash, cheque, debit card, standing order / online transfer from your bank, or by using our online services on our website and App. *** Withdrawals can be made using our website or App.**

Standing Order- Savings Only

If you want to set up a new regular repayment, please email info@dunganncu.com. Include your member number and contact details and we will contact you to process your request. Alternatively, you can call into the office and a member of staff will be happy to set this up. A signature is required.

Bank Transfer/ Card Payment

Create DCU as a "Payee" on your online banking app and pay money into your CU account. Please remember to include your member number in the payment reference field

Cheque

Cheques can be accepted and must be made payable to member, however, please allow up to 10 days for clearing and access to the funds.

Direct Debit *Repayments on your loan.

If you wish to set up a new regular repayment, please email info@dunganncu.com. Include your member number and contact details and we will contact you to process your request.

***Direct Debit will only be used in regard to loan repayments and should be cancelled when loan is repaid in full.**

Debit Card Payments

You can make a payment using your debit card on our online member services section of our website or by telephone on 02887723729

WITHDRAWALS

A member who has shares in excess of a loan or no loan account may withdraw part or all of his/her savings at any time, either in the office or using their online account.

When a member is granted a loan in excess of the amount of savings at that time, those savings become collateral and are not available for withdrawal.

Dependant on member instruction at the loan issue stage, any additional lodgements may be available for withdrawal.

Forfeit of shares

If you fail to maintain the minimum balance of £5 in your account, you lose your voting rights and the remaining funds may be forfeited to central funds. These funds can be reclaimed at any time by visiting the office and providing Account details with Photo ID.

What happens if a member cannot access their savings account?

If you experience any change in circumstances, please contact us at the office.

IT Services disruption

On the rare occasion our IT Online Services are disrupted you will find up to date information on our website and social media.

Closing an Account

Should you decide to close your account, please call in to our office, bringing a form of current Photographic ID (normal withdrawal procedures apply) and your balance will be returned to you as part of the account closure.

ANNUAL DIVIDEND

The annual dividend is a benefit which we offer our valued members through the surplus of income we make throughout the year. As we are a member owned non-profit driven organisation we strive to deliver as high a dividend as possible, with figures announced each year at the AGM and deposited in the members' savings accounts the following morning.

In December 2024, we paid 0.8% dividend on members savings.

**** It is important to note both dividends and interest rebate payments are dependant on our financial performance throughout the year and are not guaranteed.***

AFFILIATION FEE

On Dividend / Interest Rebate Posting Day (usually in December) each year, an affiliation fee of £1.25 will be debited from each members account. This fee represents member contributions toward the affiliation fees paid by Dungannon Credit Union to the Irish League of Credit Unions.



LIFE SAVINGS INSURANCE NOMINATIONS

A Nomination is a legally binding, written instruction that tells the Credit Union what to do with your savings following your death. One of Dungannon Credit Unions member benefits is the life savings insurance it offers. In the event of members death, the contents of the account alongside the respective insurance will be paid to the nominee(s) of the account.

- A Nominee provided must be over the age of 18.
- The member will be asked to nominate the person(s) they wish to receive their savings including any insurance payable by DCU in the event of their death.
- It is important to update the nomination(s) if circumstances change, e.g marriage divorce or if beneficiary dies. See page 33 for more information.

TIER 1 LOANS LENDING UP TO £7,499



A Tier 1 loan from DCU up to £7,499 is worth considering for a holiday, a family occasion or to help cover those unexpected expenses. Whether you're going to college or taking a training course, we're here to support your future. Enquire today about a credit union student loan.

LOAN	AMOUNT	TERM	WEEKLY PAYMENT	RATE	APR	TOTAL
TIER 1	£5,000	5 YEARS	£26.00	11.95%	12.63%	£6,641
TIER 1	£2,000	2 YEARS	£22.00	11.95%	12.63%	£2,250
TIER 1	£1,000	1 YEAR	£20.00	11.95%	12.63%	£1,062

Loans are subject to approval. T&Cs apply. If you do not meet the repayments on your loan, your account will go into arrears. This may affect your credit rating which may limit your ability to access credit in the future.



DUNGANNON CREDIT UNION ONLINE

- Stay in control of your finances no matter where you are and at any time.
- Move money between your CU accounts
- Move money to your bank accounts
- Check your balances
- Access/ Download your e-statement
- Once registered you will be able to submit loan application through website

Online Registration Instructions

The Online & Mobile Banking App Facility is available to all members who have registered at www.dungannoncu.com and received their PIN to log in.

To receive a PIN you will need to complete our registration process.

A PIN can be issued in the office via SMS or will be sent out by post following registration.

How to Register for your PIN - 3 Easy Steps

1. Go to www.dungannoncu.com and click the 'REGISTER FOR ONLINE ACCESS' button on the homepage to use our App
2. Complete all details in the form.
3. Click the 'Submit Form' button.
4. Once verified you will be contacted by us to receive your PIN by either:



COLLECT PIN IN OFFICE

PIN will be printed and given over counter or posted to you.

*Note this PIN cannot be changed

RECEIVE PIN VIA SMS

Following verification code being sent a Temporary PIN is issued via SMS

* PIN will only be valid for 24hrs.

Following initial log in Member will need to change PIN.

How to use your PIN

1. Go to www.dungannoncu.com
 2. Click 'LOG IN' button on the homepage to use our App (Only click Register if you do not have a PIN)
 3. Type in your Member Number (Do not include the letter)
 4. Type in your Date of Birth
 5. Type in the three missing numbers from your 6-digit pin.
 6. Once logged on you will be given option to 'LAUNCH NOW'
 7. A Blue line will appear at top of screen asking you to verify your phone number (Click it and you will receive text code to enter)
 8. Once you have successfully verified your phone number, you can download the app.
 9. You can now view balances, transfer money to and from your bank account.
- *Please note transactions are not instant, are dependent on Bank clearing schedules and may be delayed due to Bank holidays.**



Mobile Banking App

1. Search for 'Dungannon Credit Union' on Android or Apple Store.
2. Download the App to your mobile device.
3. Follow on screen steps to activate the App on your mobile Device.



WEBSITE

*If you wish to lodge or withdraw money online, our website can facilitate this.

MOBILE APP

If you wish to make a withdrawal download our App.

Transaction Cut Off Times:

***Please note transactions will not be instant.**

Payments are processed Monday - Saturday but are dependent on Bank clearing schedules and may be delayed due to Bank holidays.

Please speak to a member of staff for more information.

If you forget your PIN, follow these steps:

- Click on the 'Forgot Pin' Option on app OR website
- Enter Information
- New Pin will be sent out by post
- Alternatively phone the office on (028) 87723729 and following verification a PIN can be sent by SMS.

Members are also welcome to call into the office with photographic ID and a new pin can be issued over counter.



Call us on 028 8772 3729 for support with online banking or email info@dungannoncu.com



MINOR DEPOSIT ACCOUNTS

Minor Account Explained

If you have opened an account with us and would like your child to also receive the benefits of membership with DCU, we can provide you with a Minor Deposit account for your child.

Benefits

A saving account will:

- Give children a sense of importance, responsibility and add a 'real-world', feeling to their savings.
- Helping your children save from as early as possible will not only set them up for the future, but teaches them important planning, budgeting and money management skills - giving them vital building blocks needed throughout their lives.
- The credit union is personable, community based, and is a perfect place for children to open their first savings account.

How to Open a Childs Account

If you are a parent/guardian, you can open a Minor saving account for the child, if they're under the age of 16.

In order to open this account, you will need:

- Child's long birth certificate
- Photographic ID of the parent/guardian opening the account
- Proof of address (Dated within the last 3 months) of the parent/guardian opening the account



OPEN A MINOR CREDIT UNION SAVINGS ACCOUNT TODAY.

We believe it is important to introduce children to the Credit Union at an early age, using our Gr8 Savings scheme.

Before the age of seven, money can only be withdrawn from the account by the parent/ guardian, who signed to open the account. After this, until the age of 16 the child is considered a juvenile and signatures of both the child and adult are required for any withdrawal.

When the minor turns 16 the account will be transferred to an adult member account. At this time, they will be invited into the office to update their account. After all paperwork has been completed the 16-year-old will have sole access to the account and the money held in it.

Walk ins are welcome, subject to staff availability and provided that the member has brought the required documentation. **See Page 26**

How To Save

Minors are welcome in the office to make deposits.

Parent/Guardian can also deposit into Minor account in the office.

Parent/Guardian can also send funds online into Minor account from their own account online.

The funds held in the Minor Deposit Account are to be used to the benefit of the minor only. **Savings balances for minor accounts cannot exceed £3,000.**

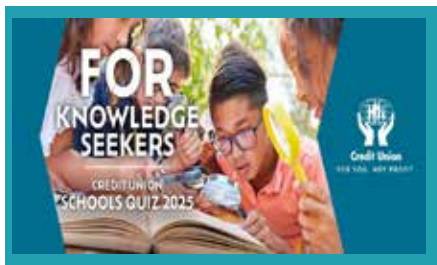
Online access - The parent / guardian of any minor account can apply for online access to view balance. Please note transactions cannot be processed online for minor accounts and require a visit to the office. See above information regarding withdrawals.

How to Close the Account

Before the age of seven the account can be closed by the parent/ guardian who signed to open the account. After this, until the age of 16 the child is considered a juvenile and signatures of both the child and adult are required for any closure.

Annual Competitions for Our Youth

DCU is involved in the Annual Schools Quiz and Art Competition in liaison with the ILCU.





**Not for Profit, Not for Charity,
But for Service.** ”

INSURANCE BENEFITS FOR OUR MEMBERS

Death Benefit Insurance (Paid by DCU*)

- Death Benefit Insurance (DBI) is available to anyone who joins DCU before the age of 70 and is in **good health**. Member eligibility can be confirmed at a later date upon evidence of full recovery. Please ask staff for more information.

- DBI is only payable if the member has a minimum of £100 in his/her account at the date of death (It is strongly recommended that the member maintains a savings balance of £100)

- DBI provides £2,000 of insurance cover to help reduce the funeral costs of our members. The annual premium for the insurance this year is £19.94

Dungannon Credit Union currently pays the premium as an operational expense on behalf of our members.

***What if I don't have enough in savings?**

If you wish to be covered under the DBI scheme, but don't meet the qualifying criteria, you can still avail of this insurance by paying the necessary premium on an annual basis. Ask any staff member for more information.

*Insurance is underwritten by ECCU Assurance Company Limited. (ECCU is owned by the Irish League of Credit Unions (ILCU) under trustee arrangements.

*Exclusions apply

Life Savings Insurance (Paid by DCU)

The Life Savings policy pays a benefit based on the amount of savings made by a member over their lifetime of credit union membership.

The amount paid will depend on the member's age and their savings history with their credit union – rewarding consistent and regular savers. The cover is designed to encourage insurable members to build their savings with DCU.

Life Savings Insurance uses the savings balances of the member over their lifetime of membership and saving with their credit union up to age 55,60,65, & 70 (where applicable) to calculate the benefit.

Funds saved before age 55 attract the maximum 100% percentage benefit, with benefits tapering down to 75%, 50% & 25% respectively for savings lodged at the later age categories with shares lodged after 70 not being insurable.

Every £1 saved before the age of 55	Provides £1 of insurance
Every £1 saved between the age of 55-59	Provides 75p of insurance
Every £1 saved between the age of 60-64	Provides 50p of insurance
Every £1 saved between the age of 65-69	Provides 25p of insurance

***Any Share withdrawals made after the age of 55 will impact your life savings protection**

The benefit calculations are subject to the maximum share cover limit of £10,000. Shares lodged after age 70 are not insurable and share withdrawal are also considered in benefit calculations where applicable.



WHY CHOOSE A CREDIT UNION LOAN?

Credit Unions are all about responsible lending and prioritising the members financial security. There are a number of reasons why DCU is the best place to come for your lending needs.

Reasons to take a loan with DCU:

- All potential borrowers are given a fair hearing.
- Straight-forward terms and conditions.
- No hidden fees or charges.
- Competitive loan interest rates.
- More affordable compared to credit card interest rates.
- Flexible repayment plan: allowing you to repay the loan ahead of time without penalties
- There is the ability to restructure your loan if you are experiencing financial difficulty.
- No financial penalties or hidden costs for early repayments
- Loan Interest Rebate - See P30 for more details

LOAN FAQs

FACT Do I have to be a member to apply for a loan?

In order to borrow from DCU, you must be a member. However, you can make a loan application on the same day as joining, just make the staff member aware of it.

MYTH Are you only allowed to borrow three times your savings?

No, the maximum amount you can borrow unsecured with DCU is £60,000. Our maximum savings cap is £15,000.

FACT If I have a loan can, I access my savings?

The funds in your regular shares may be used as collateral against any loans issued, dependant on loan draw down.

FACT How is your interest calculated?

DCU adds interest to your loan daily and this is calculated on a reducing balance. As your loan balance reduces, so too does the amount of interest owed. There are no early repayment fees or charges with DCU.

TOP UP OR ADDITIONAL LOANS

How is your interest calculated?

DCU adds interest to your loan on a daily basis and this is calculated on a reducing balance. As your loan balance reduces, so too does the amount of interest owed. There are no early repayment fees or charges with DCU.



TIER 2 LOANS LENDING BETWEEN £7,500 - 14,999

LOAN	AMOUNT	TERM	WEEKLY PAYMENT	RATE	APR	TOTAL
TIER 2	£8,000	5 YEARS	£39.00	9.95%	10.42%	£10,154
TIER 2	£10,000	5 YEARS	£49.00	9.95%	10.42%	£12,693
TIER 2	£14,500	5 YEARS	£71.00	9.95%	12.63%	£18,405

TIER 3 LOANS LENDING BETWEEN £15,000 - 24,999

LOAN	AMOUNT	TERM	WEEKLY PAYMENT	RATE	APR	TOTAL
TIER 3	£15,000	10 YEARS	£42	7.95%	8.25%	£21,786
TIER 3	£20,000	10 YEARS	£56	7.95%	8.25%	£28,972

Visit our loan calculator or apply directly @www.dungannoncu.com

For loan enquiries, call us on 02887723729 or visit our website at www.dungannoncu.com

WHY NOT CONSIDER A DCU **SECURED LOAN?**



SECURED SAVER LOAN

- A secured loan enables our members to borrow up to the value of the shares they hold in their DCU account.
- Competitive, reduced rate of 5% or (5.12 % APR)
- A secured Loan can be arranged at the counter, for the value of shares up to a max £15,000, self-verified or over the phone 028 87723729
- Apply online @www.dungannoncu.com/loans/apply-now
- A maximum of £1,500 cash can be issued and the remaining via cheque or bank transfer.
- Guarantors are not required for the Secured Saver loan.
- Members are protecting their Life Savings Insurance when choosing to borrow rather than withdrawing savings (particularly relevant to members over the age of 55)

UNSECURED LOANS

An unsecured loan is NOT based on the savings held in your DCU account. You must be able to demonstrate affordability for the repayments and may be asked to provide three months bank statements across all accounts held.

GUARANTORS

Dungannon Credit Union Ltd may, in some instances accept/require guarantors for its borrowing members. All guarantors should understand this is a legally binding agreement and they will be

responsible for full repayment of the loan balance including interest and should only be entered into after careful consideration.

The Member should understand the full implications of requesting a guarantor and independent legal advice should be sought before accepting this responsibility.

Before accepting a guarantor, we will require evidence of income/outgoings to assess their ability to meet this commitment.

INTRODUCING OUR NEW LOWER RATE

5%

SECURE SAVER LOAN (5.12% APR)

Members can keep their hard earned shares intact & borrow up to that value. Max £15,000 at 5% (5.12 % APR) Apply in person, by phone or online. T&Cs Apply

Available at the counter to collect there and then!

028 87723729

info@dunganncu.com

www.dunganncu.com/loans



Apply Now On
Website or App



Members are protecting their Life Savings Insurance when choosing to borrow rather than withdrawing savings (particularly relevant to members over the age of 55) Please speak to a member of staff for more details T&C's Apply.

LOAN	AMOUNT	TERM	WEEKLY PAYMENT	RATE	APR	TOTAL
SECURED SAVER	£3,000	2 YEARS	£30	5%	5.12%	£3,153
SECURED SAVER	£8,000	5 YEARS	£35	5%	5.12%	£9,042
SECURED SAVER	£15,000	10 YEARS	£37	5%	5.12%	£19,053

APPLYING FOR A CREDIT UNION LOAN

1. Application

To apply for a loan, you must be a member of Dungannon Credit Union and over the age of 18. An application for a loan with Dungannon Credit Union can be carried out by either:

Visiting our office and speaking to a staff member counter or on phone by calling 028 87723729. Alternatively, members can now apply online when logged in on website or App www.dungannoncu.co/loans/apply-now

2. Assessment

Loan applications will be forwarded to a Loans Officer / Credit Committee where the application will be assessed on the following factors:

This decision is based on the repayment capacity of the potential borrower.

We assess your ability to repay the loan by looking at your current income and out-goings to ensure that you can afford the repayments (we may request a credit report from the Member to assess credit worthiness)

We also take into consideration your previous borrowing history with the Credit Union. As an ethical lender it is a priority of Dungannon credit union not to approve loans which may put the member into financial difficulty.

*Remember

- **Dungannon Credit Union offers loans up to £60,000 over a term of ten years.**
- **Loan repayments are calculated on a reducing balance.**
- **Unlike the banks there are no fees or penalties for paying loans off early and there are no hidden charges.**
- **If the borrower finds themselves in financial difficulty, we encourage them to get in contact as soon as possible so that an alternative repayment plan or solution to the loan can be agreed.**

DOCUMENTS THAT MAY BE NEEDED FOR LOAN APPLICATION

- Three months bank statements may be requested (Most recent to time of application)
- Proof of Address (Dated within the last 3 months)
- Valid Photographic ID
- Credit Report

***If you're self-employed you will also need to provide your end of year accounts or tax return. Occasionally the Credit Committee may require some additional information depending on the purpose of the loan. However, the loans officer will discuss this on an individual basis.**



3. Loan decision

- We aim where possible to turn around loan decisions within 24 hours.
- However, during busier periods, this may be extended. Please only contact the office about your loan application status if you have been waiting more than 48hours.
- On approval, members can call into the office with valid ID/ member book to sign the relevant paperwork and collect their loan or if they have applied online, they can complete this process electronically and send funds directly to their bank account. Please note: any outstanding interest on any existing loan must be cleared before a new loan can be issued.

4. Reasons for decline of loan

- No proven repayment capacity provided.
- Member is currently in arrears or has a poor payment history.
- Existing loan has recently been rescheduled.
- Continually increasing loan balance with top ups.
- Negative information on credit report
- Loan cannot be insured by ECCU due to medical reasons.
- Our loans officers will try to advise where possible, what you can do to put yourself in a better position to apply in future.

5. Can I repay my loan early?

Yes, you can repay your loan in full at any time without any added fees or charges. You can also make additional repayments to reduce the value of your outstanding loan at any time again without any additional fees or charges being applied.

6. What if I can no longer afford my loan repayments?

If you get into difficulty paying your loan, don't panic. At DCU, we understand that sudden unforeseen changes in circumstances can affect a member's ability to repay their loan, especially in today's unpredictable economic environment. Contact us on 028 87723729 or email info@dungannoncu.com as soon as you believe that you may have difficulty meeting your loan repayments and we will try to help in any way we can.

For more support on Personal Financial Management - See Page 30



Apply for a loan online using our website or App and enjoy the flexibility and convenience that this online application tool offers 24/7.

Members can complete a full application; upload supporting documents AND receive funds directly to their accounts. Of course, we are still here for our members to take applications in our office, in person and on the phone.

You will need to download the “Dungannon Credit Union App”

To make a loan application online either on desktop or on the App you will need:

- To log into your account online
- (if you do not have access, you will need to contact the office or register online to receive a PIN which can be sent by SMS)
- You will be prompted to have relevant supporting documents available for upload.
- Click “Apply Now”
- Enter the loan amount
- Work your way through the questions that follow
- Upload the necessary documents to support your application
- We offer the ability to “save and go back later” feature
- A fast and confidential channel

Visit our website to apply:

<https://dungannoncu.com/loans/apply-now>

Online loan applications are subject to our usual underwriting approval and additional supporting documentation may be required.

Once application has been confirmed as complete, we endeavour to assess your application within 24 hours.





We are delighted to be able to offer a New 10 year term on Tier 3-6 loans (£15,000 - £60,000).

Visit our loan calculator for options at <https://dungannoncu.com/loans>



LOAN	AMOUNT	TERM	MONTHLY PAYMENT	RATE	APR	TOTAL
TIER 3	£15,000	10 YEAR	£182.00	8.25%	7.95%	£21,786
TIER 4	£25,000	10 YEAR	£296.00	7.45%	7.71%	£35,530
TIER 5	£40,000	10 YEAR	£463.00	6.95%	7.18%	£55,605
TIER 6	£60,000	10 YEAR	£689.00	6.75%	6.96%	£82,669

LOAN REPAYMENTS

Direct Debit - Loan repayments

At loan payout a member can set up a Direct Debit, or payments can be made by debit card payments, cheque and cash lodgements.

You can also make a payment to your loan account via our website.

If you want to set up a new regular repayment, please email info@dungannoncu.com.

Include your member number and contact details and we will contact you to process your request.

If you are experiencing difficulty in meeting your repayments, please get in contact with us as soon as possible. When notified DCU can work with you to come to an agreement which satisfies the credit unions functional requirement of payment and the financial security of you, the member. (See page 26 & 27 for further support)

LOAN INTEREST REBATE

The loan interest rebate is another way we like to give back to our membership. This is an extra benefit to our borrowing members. Loans are the lifeblood of the credit union and we deeply appreciate those members who turn to us for their borrowing needs.

The loan interest rebate is a percentage of the interest paid on Tier 1 loans (< £7,499) by the borrowing member, which is given back to them at the end of the year from the surplus of income. The percentage is announced each year at the AGM and is then paid into the members' savings accounts the following morning. Another great reason to borrow from Dungannon Credit Union!

*** It is important to note both dividends and interest rebate payments are dependant on our financial performance throughout the year and are not guaranteed.**

In 2024 we paid a rebate of 30% (for every £1 paid in interest; we gave back 30p)



LOAN PROTECTION INSURANCE

Loan Protection Insurance covers eligible loans at no direct cost to the member.

What are the benefits?

In the event of a members death, outstanding loan balances are repaid in full, subject to T&Cs. (See Page 33) Members can take out a credit union loan in the full confidence that their dependents will not have to pay the remaining loan balance when they die.

Loans under £8,000 are automatically covered by Loan Protection Insurance. Loans over £8,000 may still be insured but will require a member to complete a health declaration. In the event that a member has medical conditions to declare which would affect the insurance offered, this information will be forwarded to ECCU for medical underwriting review by specialist doctors. Please note that all loans issued by DCU **must** be insured. If cover is refused by ECCU, it will affect the loan decision.

All loans must be paid in full before the member's 85th birthday.



DORMANT ACCOUNTS

If you haven't made a transaction on your account for at least three consecutive years, your account will be assigned a 'Dormant' status.

If this happens your savings will remain secure; however, you will not be able to access them, apply for a loan or benefit from other Credit Union perks until the account has been reactivated.

To Re-activate your account, you will be required to bring two current forms of identification, (one from each section of the table below) by appointment.

Walk ins are welcome, subject to staff availability and provided that the member has brought the required documentation.

Please note that one document cannot be used for both photographic identification and proof of address. *All acceptable address verification should be dated within the last 3 months.

PHOTOGRAPHIC ID

1. Current Valid Passport (all countries)
2. Current UK/EU/US/Canadian/ Australian Photocard Drivers Licence
3. EU National Identity Card Photocard
4. Citizen Card
5. Electoral ID Card
6. UK Disability Blue Badge with photo
7. Translink Smart and Senior Smart Pass

ADDRESS VERIFICATION

Issued date in the last 3 months

1. Current UK/EU/EEA/US/Canadian/ Australian Photocard Drivers Licence
2. Bank/Building Society/Credit Card/Credit Union/Mortgage Statement/E Statement
*Online banks such as Monzo or Revolut cannot be accepted
3. Utility Bill / E Bill for fixed utility
(*mobile / dongle bills not acceptable)
4. HMRC / Government Body correspondence
5. Local Authority Correspondence
(e.g rates/council tax notice)
6. Medical Correspondence from Hospital/ Doctors Surgery (quoting H&C Number)



DECEASED MEMBERS

DEATH OF A MEMBER

Following the death of a Credit Union member, The family member should contact the Office on 028 87723729 where they will be guided through the process of closing the account.

Next of Kin / Nomination:

This is your opportunity, as a member of DCU, to designate the person(s) you wish to receive up to the first £20,000 of your Credit Union shares (including any insurance payable, if applicable) in the event of your death. Amounts over £20,000 will be included in the member's estate for disbursement according to the terms of the will or, if there is no will, the rules of intestacy apply.

Probate (see below) must be extracted on amounts over £20,000. You must update your nomination if you marry, divorce, or in the event of the death of the beneficiary.

A valid nomination takes precedence over a will.

The Nominee (s) will be contacted by the Credit Union (The person the deceased member, appointed to receive their account balance following their death (See Page 30)

[See details on Death Benefit Insurance \(Page 20\) which may apply to Deceased Member](#)

Wills:

Anyone aged 18 or older (or younger if married) and who has assets, should make a will. DIY kits for writing wills are widely available, or you can use a solicitor to assist you in writing your will. Solicitors will charge a fee for their advice and service. If you do not make a will the Rules of Intestacy (which set out the order in which assets are to be distributed as determined by law) will be used to distribute your property and possessions

Probate and Letters of Administration:

Probate is a judicial certificate naming the executor(s) who will administer the estate. If there is no will, Letters of Administration are obtained which name the personal representative of the estate who will administer it.

When a Credit Union member dies

The next of kin / family members should notify DCU to arrange a convenient time to bring in the deceased's death certificate. Our staff will review the deceased's account and gather the necessary information needed to raise an insurance claim with ECCU (if applicable)

Please note: this process can take up to 6-8 weeks

On receipt of ECCU response we will confirm the validity of any nomination held. If there is a valid nomination, we can settle the deceased account with the nominee(s) only. If there is no valid nomination we will discuss next steps with next of kin/family solicitor where relevant.

Payment of any insurance claim is at the discretion of ECCU, our insurance company. Each situation is different and some can be quite complex.

Regardless of what your situation is, our staff are trained to assist you throughout the process.

It is worth noting the Nominee(s) does not need to be the next of kin.



The Mission of Dungannon Credit Union is to promote the financial wellbeing of its members.



PERSONAL FINANCIAL MANAGE-

Budgeting can make all the difference between healthy personal finances and spiralling debt especially in times of economic uncertainty. Take stock of your current financial situation before taking out a new loan or credit card.

***Also see the budget planner on our website for more information at www.dungannoncu.com**

At Dungannon Credit Union, we understand that sudden unforeseen changes in circumstances can affect a member's financial wellbeing, especially in today's unpredictable economic environment.

With the ongoing rising cost of living expenses, DCU is here to support our community with tailored affordable plans.

Members are advised not to over-commit themselves when borrowing or agree to unrealistic repayments. **Contact us on 028 87723729 and we will try to help in any way we can.**

CREDIT CONTROL

The purpose of the Credit Control Department is to seek to ensure the repayment of loans by members in accordance with their loan agreements.

Members experiencing genuine financial difficulties due to unforeseen circumstances should contact the office without delay where they will receive a sympathetic ear and practical assistance. Continual missed loan repayments with no explanation will affect any future borrowing. It is important to keep regular contact with us as unexplained arrears will affect your credit status and can be more difficult to resolve, the longer they go on.

For Dungannon Credit Union, legal proceedings are a last resort, but in some instances are necessary.

IVA'S AND BANKRUPTCY

Membership will be suspended due to bankruptcy or IVA applications and will automatically forfeit their shares and all life savings insurance benefits will be lost.

COMPLAINT SUMMARY

It is the aspiration of DCU that a complaint against the credit union will be resolved in a fair and equitable manner. Should the situation occur where you feel the need to make a complaint, the following procedure should be followed in order to have your complaint/dispute resolved.

Dungannon Credit Union make it a priority to provide our members with quality financial service. We welcome the opportunity to improve in weaker areas and put things right for members who are dissatisfied with our service. Any feedback we receive is used to help improve services for all our members.

How a complaint can be made, and will be investigated and responded to is as follows:

A complaint can be received at any place that the credit union conducts business, and can be received by any officer, staff or volunteer of the credit union. There is also a complaints officer on the DCU board.

A complaint may be made in writing or verbally to an officer or volunteer of DCU. A complaint can be made in person, by letter, by phone or email.

- **DCU aims to resolve complaints to the complainant's satisfaction by the close of business three days after the day on which the complaint was received.**
- **If the complaint cannot be resolved within three business days, an acknowledgement will be sent promptly to the complainant.**
- **If still unresolved within eight weeks of receiving a complaint, the credit union will send the complainant:**

-A final response; or

-A response that explains the delay and advises the complainant when a final response can be expected.

The complainant will be advised that if dissatisfied with the delay he/she can exercise their right to approach the Financial Ombudsman service to take over management of the complaint. The Financial Ombudsman Service has official powers to oversee complaints between a complainant and the credit union.

There is no charge to the member for the Ombudsman service.



ACCOUNT OPENING PRIVACY NOTICE

What we do with your personal data when you join the credit union

A credit union is a member owned financial cooperative, democratically controlled by its members and operated for the purpose of promoting thrift, providing credit at competitive rates and providing other financial services to its members. Data collection, processing and use are conducted solely for the purpose of carrying out the above mentioned objectives. This Privacy Notice is to provide you with information regarding the processing of information about you for account related purposes and other general purposes and to provide you with information on further processing that may be necessary where you apply for a loan with us.

In this notice, you will see different names or terms used that you may not be familiar with, such as:

- Data controller: This person (or group of people, like a credit union) oversees the information we collect.
- Data processor: This person processes information for the data controller (i.e. the credit union).
- [Data Protection Officer/Representative]: Compliance & Risk Manager is the person we have appointed to make sure we do everything the law says
- Personal data/your information: This means any information that can be used to identify someone, such as your address and date of birth.

Who looks after your information?

The credit union is the data controller of the personal data you give us - we look at how and why your information is collected and used.



Do you have to give us your information?

We require specific information to keep open your credit union account, but there is some information that you can choose whether to let us have or not. When we ask you for information that you don't have to give us, we will ask for your permission and let you know why we want it and what we will do with it. If you don't want us to have the information in those cases, you won't have to.

What personnel data do we use?

We may collect, store and use the following categories of personal data about you: Your name, address, date of birth, email, phone, financial data, status and history, transaction data, contract data details of the credit union products you hold with us and have held with us, signatures, identification documents, salary, occupation, accommodation status, source of funds, Politically Exposed Status, mortgage details, previous addresses, spouse, partners, nominations, Tax identification Numbers(T/N)National Insurance numbers, passport details, driver licence, interactions with credit union staff and officers on the premises, by phone, or email, current or past complaints, CCTV footage, telephone voice recordings.

Getting in touch

If you're worried about how we get and use your information, you can speak to staff at the credit union, who will be able to help you and answer any questions that you have.

If you want to speak to somebody not at the credit union, you can call the people who make sure that organisations like us are looking after your information correctly. They are called the Information Commissioners Office (ICO):

Telephone: 028 9027 8757 or 0303 123 1114

Email: ni@ico.org.uk

**Post: ICO, 3rd Floor, 14 Cromac Place,
Belfast,
BT7 2JB**

We will only collect your information when we need it to help us do our job or to follow the law. When we've collected it, here's how we use it:

- To open and maintain your account
- To make sure we do things correctly under the rules of the credit union and the law;
- To get in touch with you when we need to.

Will your information be shared?

Sometimes the credit union has to give your information to other people, such as our data processors, our regulators and the government. When your data is given to someone else, they must use it only in the way in which we tell them to and look after it and keep it safe. Sometimes we need to send information to our advisors, and sometimes they are based outside the UK in the EU. This transfer of information is permitted by an Adequacy Decision made by the UK in favour of the EU.

How long will we keep your information?

We don't keep it forever, only for as long as we need it to help us do the thing we needed it for. We have a policy that tells us when to keep it and when to get rid of it.

Would you like to know more?

If you would like to find out more information about how we collect, use and store your personal information, please speak to Dungannon Credit Union by contacting at the details provided below or alternatively visit our website www.dungannoncu.com

Our contact details are:

Address: 28 William Street
Dungannon
Co.Tyrone
BT70 1DX
Phone: 028 87723729

Getting in touch



To find out whether we hold any of your personal data and if we do, to request access to that data and to be furnished a copy of that data. You are also entitled to request further information about the processing.



Ask us to change information you think is wrong



Ask to see the information we hold

Tell us you don't want your information to be processed



Ask us to remove information when it's not needed anymore



Where we are processing your data based solely on your consent you have a right to withdraw that consent at any time and free of charge



Object to processing of your personal data where we are relying on a legitimate interest and there is something about your particular situation which makes you want to object to processing on this ground.

Request that we:

- provide you with a copy of any relevant personal data in a reusable format; or
- request that we transfer your relevant personal data to another controller where it's technically feasible to do so.

Full copy of Privacy Policies are available on DCU website
www.dungannoncu.com or paper copies are available on request

Dungannon Credit Union Ltd

Financial Services Compensation Scheme Information sheet & Exclusions list

INFORMATION SHEET

Basic information about the protection of your eligible deposits	
Eligible deposits in Dungannon Credit Union Ltd are protected by:	the Financial Services Compensation Scheme ("FSCS") ¹
Limit of protection:	£85,000 per depositor per bank / building society / credit union ²
If you have more eligible deposits at the same bank / building society / credit union:	All your eligible deposits at the same bank / building society / credit union are "aggregated" and the total is subject to the limit of £85,000. ²
If you have a joint account with other person(s):	The limit of £85,000 applies to each depositor separately. ³
Reimbursement period in case of bank, building society or credit union's failure:	10 working days ⁴ from 1.1.21 and will be reduced to 7 days 1.1.24 onwards.
Currency of reimbursement:	Pound sterling (GBP, £) or, for branches of UK banks operating in other EEA Member States, the currency of that State.
To contact Dungannon Credit Union Ltd for enquiries relating to your account: To contact the FSCS for further information on compensation:	Dungannon Credit Union Ltd, 28 William Street, Dungannon, BT70 1DX Tel: 028 8772 3729 Financial Services Compensation Scheme 10th Floor Beaufort House 15 St Botolph Street London EC3A 7QU Tel: 0800 678 1100 or 020 7741 4100 Email: ICT@fscs.org.uk
More information:	http://www.fscs.org.uk
Acknowledgement of receipt by the depositor:	

Additional information (all or some of the below)

¹Scheme responsible for the protection of your eligible deposit

Your eligible deposit is covered by a statutory Deposit Guarantee Scheme. If insolvency of your bank, building society or credit union should occur, your eligible deposits would be repaid up to £85,000 by the Deposit Guarantee Scheme.

²General limit of protection

If a covered deposit is unavailable because a bank, building society or credit union is unable to meet its financial obligations, depositors are repaid by a Deposit Guarantee Scheme. This repayment covers a maximum of £85,000 per bank, building society or credit union. This means that all eligible deposits at the same bank, building society or credit union are added up in order to determine the coverage level. If, for instance a depositor holds a savings account with £80,000 and a current account with £20,000, he or she will only be repaid £85,000.

In some cases, eligible deposits which are categorised as "temporary high balances" are protected above £85,000 for six months after the amount has been credited or from the moment when such eligible deposits become legally transferable. These are eligible deposits connected with certain events including:

- (a) certain transactions relating to the depositor's current or prospective only or main residence or dwelling;
- (b) a death, or the depositor's marriage or civil partnership, divorce, retirement, dismissal, redundancy or invalidity;

(c) the payment to the depositor of insurance benefits or compensation for criminal injuries or wrongful conviction. More information can be obtained under <http://www.fscs.org.uk>

³Limit of protection for joint accounts

In case of joint accounts, the limit of £85,000 applies to each depositor.

However, eligible deposits in an account to which two or more persons are entitled as members of a business partnership, association or grouping of a similar nature, without legal personality, are aggregated and treated as if made by a single depositor for the purpose of calculating the limit of £85,000.

⁴Reimbursement

The responsible Deposit Guarantee Scheme is the Financial Services Compensation Scheme, 10th Floor Beaufort House, 15 St Botolph Street, London, EC3A 7QU, Tel: 0800 678 1100 or 020 7741 4100, Email: ICT@fscs.org.uk.

It will repay your eligible deposits (up to £85,000) within 10 working days from 1 January 2021 to 31 December 2023; and within 7 working days from 1 January 2024 onwards, save where specific exceptions apply.

Where the FSCS cannot make the repayable amount available within 7 working days, it will, from 1 June 2016 until 31 December 2023, ensure that you have access to an appropriate amount of your covered deposits to cover the cost of living (in the case of a depositor which is an individual) or to cover necessary business expenses or operating costs (in the case of a depositor which is not an individual or a large company) within 5 working days of a request.

If you have not been repaid within these deadlines, you should contact the Deposit Guarantee Scheme since the time to claim reimbursement may be barred after a certain time limit. Further information can be obtained under <http://www.fscs.org.uk>.

Other important information

In general, all retail depositors and businesses are covered by Deposit Guarantee Schemes. Exceptions for certain deposits are stated on the website of the responsible Deposit Guarantee Scheme. Your bank, building society or credit union will also inform you of any exclusions from protection which may apply. If deposits are eligible, the bank, building society or credit union shall also confirm this on the statement of account.

Exclusions List

A deposit is excluded from protection if:

- (1) The holder and any beneficial owner of the deposit have never been identified in accordance with money laundering requirements. For further information, contact your bank, bank building society or credit union.
- (2) The deposit arises out of transactions in connection with which there has been a criminal conviction for money laundering.
- (3) It is a deposit made by a depositor which is one of the following:
 - credit institution
 - financial institution
 - investment firm
 - insurance undertaking
 - reinsurance undertaking
 - collective investment undertaking pension or retirement fund⁶
 - public authority, other than a small local authority.

For further information about exclusions, refer to the FSCS website at www.FSCS.org.uk

⁶ Deposits by personal pension schemes, stakeholder pension schemes and occupational pension schemes of micro, small and medium sized enterprises are not excluded

Policies are available to view on our website www.dungannoncu.com

- Account Opening Privacy Notice
- Nominations Privacy Notice
- Complaints Procedure
- Financial Services Compensation Scheme, Information Sheet & Exclusions List





WE ARE NOW LENDING UP TO

£60,000

6.75% (6.96% APR)

- ✓ Competitive tiered interest rates as low as 6.96% APR
- ✓ Easy to apply in Person, by Phone or Online @www.dungannoncu.com/loans
- ✓ A Flexible repayment plan with no hidden fees or charges for early repayment
- ✓ We reinvest in the community with initiatives that support local growth & development





Contact us:

 028 87723729

 info@dungannoncu.com

 www.dungannoncu.com

 28 William Street,
Dungannon
Co. Tyrone
BT70 1DX

 Office open
Tues, Thurs, Fri 9am – 4.30pm
Wed & Sat, 9am – 1pm

