



Membership Terms and Conditions

An applicant for membership may be admitted to membership only when:

1. To become a member of Blantyre Credit Union Ltd trading as Thistle Credit Union, a person must fulfil the common bond qualification for entry to membership and must provide their date of birth and sufficient evidence to prove their identity and address as required to comply with all relevant laws, regulations and rules in respect of money laundering prevention.
2. The person must pay Bi-annual fee of an amount recommended by the Board of Directors, which covers the administration costs of processing your application.
3. The person has paid at least £1.00 into their savings account in the credit union.
4. The member must hold a minimum £1.00 balance in their Savings Account at all times this will allow the person voting rights on a 'one member one vote' basis. Junior Savers are not entitled to vote.
5. If your application for membership has been refused, you will be informed. The credit union will not be obliged to disclose the reason for the refusal.

Eligibility for membership

Only individuals who comply with the common bond qualifications and who are over aged 16 shall be accepted into membership.

Applications for membership will be considered only when the applicant has completed the official application form and has provided sufficient evidence to prove:

- a. Their eligibility for membership;
- b. Their identity;
- c. Their address

Thistle Credit Union members are eligible to open a Junior Savers Account for any child registered at the members address. The account will be in trust for the named child until they turn 16 years of age and can qualify for full membership proof of Identity will also be required for the Junior Savers Accounts.

Administration Fee

A non-refundable Administration fee of £4.00 will be taken from your account Bi - annually.

Minimum and Maximum Savings

The minimum shareholding is £1.00. The maximum combined savings for an individual member must not exceed £15,000.00. Any Junior Savers accounts must not exceed £15,000.00.

Regular deposits

Regular deductions can be made via payroll deduction, through one of our employer partners, card payments online or via the telephone, Standing order or Direct Debit. Please note:

- Payroll deduction: funds will be received will be credited to accounts provided we have both the funds and confirmation list from employers.
- Direct Debit: funds received will initially be placed into your savings account and take 5 working days to clear. The funds will be eligible for dividend during this time.
- Card Payments will be processed at time of telephone call or if made online will be processed the next working day and can take 2 working days to clear.
- Standing Orders will be processed the next working day from the payment leaving your bank account if your payment on a Friday then the next processing day would be Monday.

Withdrawing Savings

Savings can be withdrawn at any time subject to any outstanding loan balance preventing you from doing so. Please ensure you read the relevant loan terms and conditions should you borrow. Funds are paid out by Faster Payment and appear as cleared funds in the nominated bank account within 2 hours of our banking upload times of the withdrawal being processed in the office. Withdrawal requests submitted before 3:15pm Monday, Tuesday and Thursday will be processed the same day. There are no withdrawal on Wednesday as branches are not open. Any withdrawals after 3:15pm will be processed the next working day. Withdrawal request submitted before 2:15pm on a Friday will be processed the same day. Thistle Credit Union reserves the right of lien on all savings balances should you default on a loan. Any withdrawals after 2:15pm will be processed on the Monday.

Cancellation of Membership

The membership agreement may be cancelled within 14 days by telling us in writing. You can do so by contacting us on any of the details below:

To cancel please write to us at:

Thistle Credit Union
252 Glasgow Road
Blantyre
Glasgow G72 0YH

Or you can write to the following email address: Staff@thistlecu.co.uk

Withdrawal from Membership

Members may leave the Thistle Credit Union at any time, without penalty, providing no debts are outstanding. All savings accounts will be closed on cancellation of membership. Members are required to bring in proof of identity to close their account. Please note no dividend will be payable on closure.

Expulsion from Membership

Subject to the credit unions registered rulebook, a member may be expelled from the credit union for any grave or sufficient reason.

Dormant accounts

An account will be classed as dormant if there is no outstanding loan balance on the account and we have not received a deposit to the account, excluding dividend, for a period of 12 months. When an account has been classed as dormant, a notice will be sent to the last known address we hold for you.

If you do not reactive or close your account(s) within 6 weeks of receipt of the notice being sent to you, Thistle Credit Union has the right to:

- a. Hold any monies within the account(s) of such member in a suspense account pending subsequent withdrawal of your money, or activity on the account;
- b. Charge the annual administration fee of £5.00;
- c. Expel you from membership of Thistle Credit Union.

Dividend

Members may receive an annual dividend on savings at an interim rate that is decided by the Board of Directors. Dividend payments are based on the daily account balances. As the dividend is an allocation of surpluses, there is no guaranteed rate of dividend, or indeed guarantee that a dividend will be paid.

Dividend payments are made without the deduction of income tax; therefore, members should declare dividend payments to Her Majesty's Revenue and Customs (HMRC). Please contact HMRC for further information.

Statement of Accounts

A statement of the account(s) is available to members anytime on request. Information on the account can be obtained at any time by contacting Thistle Credit Union Office.

Confidentiality

We are committed to protecting your privacy, and will only use the information you give us, or we collect about you lawfully in accordance with the General Data Protection Regulations and Data Protection Act 2018. The General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679) is a regulation by which the European Parliament, the European Council and the European Commission intend to strengthen and unify data protection for individuals within the European Union (EU). We collect information about you for two reasons - firstly, to process your application and secondly to provide you with the best possible service. If you have any questions or comments about privacy, please contact us or visit our website: <https://www.thistlecu.co.uk/privacy>

Regulation

Thistle Credit Union Ltd is regulated by the Financial Conduct Authority and Prudential Regulation Authority. Our Firm Reference Number is 213669

Complaints Procedure

Should you not be satisfied at any time with the service you have received, please do not hesitate to contact us to discuss your concerns. We have an internal complaint's procedure and will deal with your complaint promptly and thoroughly. If we are unable to resolve your complaint you can contact the Financial Ombudsman Service. Please contact the Credit Union office for further details if required.

Financial Ombudsman Service Exchange
Tower Harbour Exchange London
E14 9SR



How your personal information is used by us and at Credit Reference and Fraud Prevention Agencies

In order to process your application, we will supply your personal information to credit reference agencies (CRAs) and Fraud Prevention Agencies (FPAs). They will give us information about you, such as about your financial history. We do this to assess creditworthiness and product suitability, check your identity, manage your account, trace and recover debts and prevent criminal activity.

To do this, we will supply your personal information to CRAs and they will give us information about you. This will include information from your credit application and about your financial situation and financial history. CRAs will supply to us both public (including the electoral register) and shared credit, financial situation and financial history information and fraud prevention information.

We will use this information to:

- Assess your creditworthiness and whether you can afford to take the product;
- Verify the accuracy of the data you have provided to us;
- Prevent criminal activity, fraud and money laundering;

- Manage your account(s);
- Trace and recover debts; and
- Ensure any offers provided to you are appropriate to your circumstances.

We will continue to exchange information about you with CRAs while you have a relationship with us. We will also inform the CRAs about your settled accounts and any debts not fully repaid on time. If you borrow and do not repay in full and on time, CRAs will record the outstanding debt. This information may be supplied to other organisations by CRAs and FPAs to perform similar checks and to trace your whereabouts and recover debts that you owe. Records remain on file for 6 years after they are closed, whether settled by you or defaulted. Your data will also be linked to the data of your spouse, any joint applicants or other financial associates.

If you are making a joint application, or tell us that you have a spouse or financial associate, we will link your records together, so you should make sure you discuss this with them, and share with them this information, before lodging the application. CRAs will also link your records together and these links will remain on your and their files until such time as you or your partner successfully files for a disassociation with the CRAs to break that link.

When CRAs receive a search from us they will place a search footprint on your credit file that may be seen by other lenders.

If you give us false or inaccurate information and we suspect or identify fraud, we will record this and may also pass this information to FPAs and other organisations involved in crime and fraud prevention.

We and other organisations may access and use from other countries the information recorded by fraud prevention agencies.

Your data may also be used for other purposes for which you give your specific permission or, in very limited circumstances, when required by law or where permitted under the terms of the General Data Protection Act (GDPR) (Regulation (EU) 2016/679) and Data Protection Act 2018.

How to find out more

The identities of the CRAs, and the ways in which they use and share personal information, are explained in more detail at www.thistlecu.co.uk/Crain

This is a condensed version and if you would like to read the full details of how your data may be used please visit our website at www.thistlecu.co.uk/data-protection-policy/ or phone 01698 711112.

You can contact the CRAs currently operating in the UK; the information they hold may not be the same, so it is worth contacting them all. They can charge you a small statutory fee:

- Experian Consumer Help Service, PO Box 8000, Nottingham NG80 7WF or call 0844 4818000 or log on to www.experian.co.uk.
- TransUnion Consumer Services Team, PO Box 491, Leeds, LS3 1WZ or call 0870 0601414
- Equifax PLC, Customer Service Centre, PO Box 10036, Leicester, LE3 4FS