



Sheffield Credit Union

Friendly and Affordable Financial Services

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Sheffield Credit Union Limited
16 Commercial Street, Sheffield S1 2AT
Registered in England and Wales
Registered number: 637C

Joiner Information Pack

To apply for Sheffield Credit Union savings, loans and other products, you need to join as a member. It's an easy process explained below:

- Complete all parts of the application form (4 sides);
- Make sure you supply ONE proof of ID and ONE proof of address (from the enclosed list);
- Pay your one-off £2 membership fee and your £1 minimum deposit to open your account;
- Keep the rest of the forms—they contain important information about your membership;

Note: the forms must be returned to one of our offices with your ID, which will need to be checked by a member of our team. If you prefer you can apply online instead at www.sheffieldcreditunion.com.

Information enclosed in this pack.....

- ◆ *Application Form (2 sides)*
- ◆ *PEPs declaration form (essential form—please return with application form)*
- ◆ *BACS authorisation form (to enable funds to be sent to a bank account)*
- ◆ *List of acceptable ID*
- ◆ *Data protection statement*
- ◆ *Terms and Conditions for main products (also available on website)*

Simple to save:

Deposit benefits, transfers or standing orders from a bank account, cash at the main office and cheques made out to Sheffield Credit Union or in your name. Dividend payable subject to organisational surplus.

Simple to withdraw:

Transfer amounts to your chosen bank account (registered via a BACS authorisation form), requests by phone with password or face to face (charge for same day transfer), transfer to a chosen account by web request online (registration for online membership via website essential), apply for a pre-paid debit card (ENGAGE) and have your funds transferred to this account so you can withdraw cash, pay for goods and get cash back (terms apply) or cash at the Sheffield office (subject to daily maximum, usually £50)

Simple to apply for products—and as a member, you get to vote at our AGM

You can apply for a range of great value ethical loans (see details on our website, leaflets or in office)

You can apply for a SCUBA bill payment account.

You can sign up any under 16 year old for a Junior Savings account, Interest payable on Junior Savings accounts.



FOR ALL ADULT MEMBERSHIPS AND ALL TRUSTEES OF A JUNIOR ACCOUNT

PROOF OF IDENTITY

One item from this list

- Current signed UK or EU passport
- Current other signed passport with valid UK Visa
- Valid UK or EEA photo card driving licence (full or provisional)
- Photocard National Identity Card or EU Member State Identity Photo-Card
- Firearms Certificate or Shotgun Licence
- ID card issued by the Electoral Office from Northern Ireland
- Confirmation of receipt of benefit from a Government Agency including pensions, less than 12 months old
- Blue disabled drivers pass
- HMRC tax notification/assessment letter or statement (under 12 months old)
- Residence permit (issued by the Home Office to EU Nationals)
- Current UK non-photo driving licence

PROOF OF ADDRESS:

(NB. If a document has been used for ID it cannot also be used for proof of address)

- Valid photo driving licence (full or provisional)
- Old style full driving licence
- Bank/credit card statement (under 3 months old, not from internet, no store cards)
- UK mortgage statement (under 12 months old, not from internet)
- Current Council Tax Bill (under 12 months old)
- State benefit or pension entitlement letter
- Inland Revenue Correspondence (must show the name and current address)
- Current Local Authority tenancy agreement (not private tenancy)
- Rent book showing a payment within past 12 months
- Current house or motor insurance certificate
- TV licence letter or direct debit schedule (less than 12 months old) showing name and address, and existence of a valid TV licence
- Jobcentre Plus letter, giving National Insurance number (under 3 months old)
- Benefit letter/adjustment letter less than 6 months old addressed to individual, confirming that benefit was payable at that time
- UCAS letter less than 12 months old, showing offer of place in current/next year
- Letter confirming residency from a Nursing Home/Care Home.
- Solicitor's letter confirming house/land purchase (issued within last 6 months)
- Recent utility bill, not printed from the internet:
 - Telephone – cable or landline NOT mobile (less than 3 months old)
 - Gas or electric bill (less than 3 months old)
 - Water bill (current charging period)

FOR JUNIOR MEMBERS (in addition to ID for the adult trustee of the account):

Birth Certificate *or* Passport *or* NHS Medical Card *or* Child Benefit proof *or* Child Tax Credit proof.



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DATA PROTECTION STATEMENT FOR MEMBERS

HOW THE CREDIT UNION WILL USE AND SHARE YOUR INFORMATION

Sheffield Credit Union will process your data in accordance with your rights under the Data Protection Act 1998. Your information may be processed by this credit union in any form and on any database used by us for the following purposes:

- to consider any applications made by you
- to help us to make credit decisions about you and anyone to whom you are linked financially or other members of your household, and to recover debts that fall into arrears and are not repaid after reasonable attempts have been made to re-instate repayments.
- to deal with your account(s) or run any other services we provide to you
- to undertake statistical analysis, financial risk assessment, money laundering checks (which may include telephoning you), compliance and regulatory reporting, fraud prevention and debt tracing
- to help us identify products and services which may be of interest to you (unless you have asked us not to).

Unless you inform us otherwise, you agree that we can forward any newsletter, statement message, new terms and conditions or information about any changes to the way your account(s) operate to your given address by post or by email. Please let a member of staff know if you do not wish to receive any information from us. We prefer to supply this by email to ensure more of our funds can be used to provide high quality services for you. Please pass on your email address to a member of staff if you wish to receive information in this way.

Sharing Information

We hold a category H Consumer Credit Licence and will disclose information outside the credit union only:

- to our agents or subcontractors for operational reasons
- to any persons, including, but not limited to, insurers, who provide a service or benefits to you or for us in connection with your account(s)
- to licensed credit reference agencies in accordance with the Data Protection Act
- to fraud prevention and other agencies to help prevent crime or where we suspect fraud
- if compelled to do so by law
- for the purpose of compliance and regulatory reporting and to confirm your identity for money laundering purposes, which may include checking the electoral register
- to HMRC (Her Majesty's Revenue & Customs) and the DWP on request of specific information.

Subject Access Rights

If you write to us and pay a fee of £10 you have a right of access to your information held by us. You have a right of access to your information held by credit reference agencies on payment of a fee to them. If you ask we will tell you the name and address of the credit reference agencies we may use.

Sheffield Credit Union Share 1 Account Terms & Conditions

In setting up Share 1 account with Sheffield Credit Union, I am entering into a contract whereby I agree to deposit amounts into and withdraw amounts from my Sheffield Credit Union Share 1 account as per the deposit and withdrawal options illustrated on my welcome letter and on the website (which will show updates since the welcome letter).

- I understand that life savings insurance will not be applied to this account, but that dividends are payable on this account when declared.
- I understand that to qualify for free life savings insurance I must transfer funds to an account which qualifies for free life savings insurance (such as Share 2 or Reserved Savings)
- I agree to refer to the Sheffield Credit Union website www.sheffieldcreditunion.com for an up to date version of the terms and conditions of this account, which may be varied from time to time.
- I understand that if I have a right to cancel this account and that I will receive all of my funds deposited in this account less any administration fee taken to join the credit union as a member including any online ID check fee and any withdrawal of other fees applied during this time for a service provided at the time.
- Sheffield Credit Union reserve the right up to 60 days' notice for larger withdrawal requests, and will ring for confirmation for online withdrawal requests of over £500 before processing this.

I agree to the terms & conditions above, and confirm that I will request amounts of savings be paid in and out of my Share 1 account, and that I shall be able to give instruction by telephone, face to face, in writing, over the members' area or by email from the email address registered to my account to make deposits, withdrawals or transfers into my Share 1 account. Transfers from or into another member's account shall be by signed authorisation (form available).

All funds in the Share 1 account up to £85,000 are covered by the Financial Services Compensation Scheme (maximum account balance for Sheffield Credit Union is lower than this and subject to Rulebook and Policies).

1 Definitions and Interpretation

1.1 In these terms and conditions, the following expressions shall have the following meanings:-

1.1.1 "**Provider**" means the company (Sheffield Credit Union Limited) and where relevant, its partners, directors, employees and officers.

1.1.2 "**Member**" means the individual(s) agreeing to enter into a Share 1 account agreement with the Provider and who acknowledges and accepts the Provider's terms and conditions.

2 Data Protection

2.1 Sheffield Credit Union (the Provider) agrees to comply with the terms of the Data Protection Act 1988.

2.2 The Member's personal information will be treated as confidential and only disclosed via an information sharing agreement signed by the member. This information may also be shared by the terms of your loan agreement **or** to prevent fraud or by order of the courts. It is your responsibility to ensure that your contact details are always kept up to date with us.

2.3 The Member is entitled to a copy of the information held by the Provider by requesting it in writing for which a fee may be charged.

3 Provider's Liability

3.1 The Provider shall have no liability for any representation made by its Employees or Appointed Officers except where proven to be fraudulent.

4 Account Provision

4.1 The Provider reserves the right to close the account should the Member breach the terms and conditions of the account.

5 Legal Advice

5.1 The Member has the right to independent legal advice prior to opening the account. Should the Member choose not to take independent legal advice prior to opening the account the Member agrees to be bound by the terms and conditions of the account.

5.2 By choosing not to take independent legal advice, the Member affirms the account was not opened under duress.

Sheffield Credit Union Share 2 Account Terms & Conditions

In setting up Share 2 account with Sheffield Credit Union, I am entering into a contract whereby I agree to deposit amounts into and withdraw amounts from my Sheffield Credit Union Share 2 account as per the deposit and withdrawal options illustrated on my welcome letter and on the website (which will show updates since the welcome letter).

- I understand that life savings insurance will be applied to this account (subject to insurance terms and conditions), and that dividends are payable on this account when declared.
- I agree to refer to the Sheffield Credit Union website www.sheffieldcreditunion.com for an up to date version of the terms and conditions of this account, which may be varied from time to time.
- I understand that if I have a right to cancel this account and that I will receive all of my funds deposited in this account less any administration fee taken to join the credit union as a member including any online ID check fee and any withdrawal of other fees applied during this time for a service provided at the time.
- Sheffield Credit Union reserve the right to request up to 60 days' notice for larger withdrawal requests, and will ring for confirmation for online withdrawal requests of over £500 before processing the request.

I agree to the terms & conditions above, and confirm that I will request amounts of savings be paid in and out of my Share 2 account, and that I shall be able to give instruction by telephone, face to face, in writing, over the members' area or by email from the email address registered to my account to make deposits, withdrawals or transfers into my Share 2 account. Transfers from or into another member's account shall be by signed authorisation (form available).

All funds in the Share 2 account up to £85,000 are covered by the Financial Services Compensation Scheme (maximum account balance for Sheffield Credit Union is lower than this and subject to Rulebook and Policies).

1 Definitions and Interpretation

1.1 In these terms and conditions, the following expressions shall have the following meanings:-

1.1.1 "**Provider**" means the company (Sheffield Credit Union Limited) and where relevant, its partners, directors, employees and officers.

1.1.2 "**Member**" means the individual(s) agreeing to enter into a Share 2 account agreement with the Provider and who acknowledges and accepts the Provider's terms and conditions.

2 Data Protection

2.1 Sheffield Credit Union (the Provider) agrees to comply with the terms of the Data Protection Act 1988.

2.2 The Member's personal information will be treated as confidential and only disclosed via an information sharing agreement signed by the member. This information may also be shared by the terms of your loan agreement **or** to prevent fraud or by order of the courts. It is your responsibility to ensure that your contact details are always kept up to date with us.

2.3 The Member is entitled to a copy of the information held by the Provider by requesting it in writing for which a fee may be charged.

3 Provider's Liability

3.1 The Provider shall have no liability for any representation made by its Employees or Appointed Officers except where proven to be fraudulent.

4 Account Provision

4.1 The Provider reserves the right to close the account should the Member breach the terms and conditions of the account.

5 Legal Advice

5.1 The Member has the right to independent legal advice prior to opening the account. Should the Member choose not to take independent legal advice prior to opening into the account the Member agrees to be bound by the terms and conditions of the account.

5.2 By choosing not to take independent legal advice, the Member affirms the account was not opened under duress.

Financial Services Compensation Scheme Information

Basic information about the protection of your eligible deposits	
Eligible deposits in Sheffield Credit Union Ltd are protected by:	the Financial Services Compensation Scheme ("FSCS") ¹
Limit of protection:	£85,000 per depositor per credit union
If you have more eligible deposits at the same credit union:	All your eligible deposits at the same 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 credit union's failure:	20 working days. ⁴
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 Sheffield Credit Union for enquiries relating to your account:	Sheffield Credit Union Ltd 16 Commercial Street, Sheffield, S1 2AT Tel: 0114 2760787 Email: admin@sheffieldcreditunion.co.uk
To contact the FSCS for further information on compensation:	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:	www.fscs.org.uk

¹Additional information

Scheme 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 at maximum £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:

- certain transactions relating to the depositor's current or prospective only or main residence or dwelling;
- a death, or the depositor's marriage or civil partnership, divorce, retirement, dismissal, redundancy or invalidity;
- 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 20 working days until 31 December 2018; within 15 working days from 1 January 2019 until 31 December 2020; within ten working days from 1 January 2021 to 31 December 2023; and within seven working days from 1 January 2024 onwards, save where specific exceptions apply.

Where the FSCS cannot make the repayable amount available within seven 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 five 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 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.

Financial Services Compensation Scheme 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, 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

- investment firm
- insurance undertaking
- reinsurance undertaking
- collective investment undertaking
- pension or retirement fund (unless they are deposits by personal pension schemes, stakeholder pension schemes and occupational pension schemes of micro, small and medium, sized enterprises)
- public authority, other than a small local authority.

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