

## Payroll Deduction Order Form

This cancels any previous instructions

To Payroll Section:

Name of Employer

Please commence deductions of

Per week / 4 week / month (delete as applicable)

In favour of Cardiff & Vale Credit Union Ltd.

Deductions are to commence from the first available pay date and shall remain in effect until such time as I give notice to Cardiff & Vale Credit Union in writing of any changes.

Surname

Forenames

Place of work

Pay no

Signed:

Date:

Any future amendments must be made via the Credit Union.

## For Official Use Only

Deduction Ref

Authorised by

RETURN TO: Cardiff & Vale Credit Union,  
Central Library Hub, The Hayes,  
Cardiff CF10 1FL.

PLEASE TURN OVER FOR BANK STANDING ORDER FORM



Cardiff & Vale Credit Union,  
Central Library Hub, The Hayes,  
Cardiff CF10 1FL.  
Tel: 029 2087 2373

**Cardiff & Vale**  
CREDIT UNION

Please return this form to:

CARDIFF & VALE CREDIT UNION  
CENTRAL LIBRARY HUB  
THE HAYES  
CARDIFF  
CF10 1FL  
TEL: 029 2087 2373

### ELIGIBILITY FOR MEMBERSHIP

Applicants must be aged 16 or over and must at the time of application, either be:

- A. Living in Cardiff or the Vale of Glamorgan counties
- OR B. Working in Cardiff or the Vale of Glamorgan
- OR C. Working for an employer whose payroll department is based in Cardiff or the Vale of Glamorgan
- OR D. a relative or spouse living with an existing member

### VOLUNTEERING

Cardiff & Vale Credit Union is owned by its members and relies on members to volunteer to help provide and control its service. Volunteering can be enjoyable, rewarding and provide valuable work experience. Help, training and support is available for all volunteers. If you would like to help run your credit union, please contact us.

### ACCOUNT FEES

Cardiff & Vale Credit Union adheres to the Association of British Credit Union (ABCUL) rulebook.

There is no joining or membership fee for Cardiff & Vale Credit Union members.

All credit union members are asked to save regularly. If 12 months passes during which there have been no transactions on the members account, Cardiff & Vale Credit Union reserves the right to declare the account dormant under rule 18. The account holder will be given six weeks following written notification to reactivate or close their account and should no action be taken, a £10 dormant fee may be charged on the account, to cover credit union costs.

### DATA PROTECTION

Cardiff & Vale Credit Union will process your data in accordance with your rights under the Data Protection Act 1998. All personal information provided will be treated in the strictest confidence and will only be used by the Credit Union or disclosed to others for a purpose permitted by law.

We hold a category A 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.

### COMPLAINTS

We aim to offer our members high quality and value for money services. If we let you down, please let us know. If we cannot resolve your complaint then you may be able to take it to the Financial Ombudsman Service. Details on how to make a complaint will be sent to you when you join.

### YOUR RIGHT TO CANCEL

Once you have signed, you have a right to cancel your membership without penalty within 14 days. You can do this by providing a WRITTEN notice of cancellation to Cardiff & Vale Credit Union.

Any money you have paid will be returned to you within 30 days of joining, however, if a member needed to borrow within 14 days, this would be deemed to be an acceptance of membership.

### FINANCIAL CONDUCT AUTHORITY (FCA)

Cardiff & Vale Credit Union Limited is authorised by the Financial Conduct Authority and the Prudential Regulation Authority (PRA) and regulated by the Prudential Regulation Authority. Our Firm Reference Number is 213467.

For current details on the Financial Services Compensation Scheme, refer to the FSCS website: [www.FSCS.org.uk](http://www.FSCS.org.uk)

## Flexible savings and affordable loans

### Adult Saver Account



“for the things you need”

Cardiff & Vale Credit Union is supported by Cardiff Council, Welsh Assembly Government and the Vale of Glamorgan Council.



## Save with the Credit Union...

for Christmas, holidays, university fees, school uniforms, something for the home or that special occasion. Would you like the opportunity to borrow money at low interest rates with no hidden charges? Then join us at Cardiff & Vale Credit Union.

## Who can join?

Anyone who lives, works or payroll department is based in the counties of Cardiff or the Vale of Glamorgan.

## How does the Credit Union work?

Regular savings by members create a pool of money which in turn is used to provide low cost loans to members. Surplus profit is returned to members in the form of a dividend. Cardiff & Vale Credit Union is owned and run by its members who elect a Board of Directors at an Annual General Meeting.

## Will my money be safe?

YES. Credit Unions are regulated by the Financial Conduct Authority and the Prudential Regulation Authority and deposits are protected by the Financial Services Compensation Scheme (the same as banks and building societies). Credit Unions are also fully insured against theft and fraud.

## Treating our Customers Fairly

Cardiff & Vale Credit Union is committed to treating our members fairly and if you have any views on this subject, please let us know.

## How do I save?

Members must save regularly, and you can save as much or as little as you like. You can make payments by payroll deduction (if you work for one of our sponsoring employers) by standing order, or at any Post Office or PayPoint outlet with your Membership Card. If you have a debit card, you can also make deposits over the phone or online.

Subject to financial performance, members may be paid an annual return on their savings in the form of a dividend. Details of dividend payments are available from our office.

## Making a withdrawal

Members can withdraw their savings at any time unless they have a loan outstanding. Members can make a withdrawal by contacting the office. Continual savings are encouraged to allow access to larger loans and increase the overall amount available for lending to all members.

## Who can borrow?

Any member who saves regularly with us can apply for a loan. The amount you can borrow is based on your ability to repay. Details can be obtained from our office. New members can also apply for a loan upon joining.

### Weekly repayment table

Loan	52 Weekly payments	92 Weekly payments	Representative Annual Percentage Rate (APR)	Total Amount Payable
£250	£5.50		26.8%	£281.23
£500	£11.00		26.8%	£562.47
£1500	£32.00		18.7%	£1633.46
£1500		£19.00	18.7%	£1743.01

### Monthly repayment table

Loan	12 Monthly payments	24 Monthly payments	Representative Annual Percentage Rate (APR)	Total Amount Payable
£250	£24.0		26.8%	£283.17
£500	£48.00		26.8%	£566.34
£500		£27.00	26.8%	£630.83
£1500	£138.00		18.7%	£1643.27
£1500		£75.00	18.7%	£1782.37

Final monthly/ weekly payment differs to that shown. These figures are for illustration only.

## Free Insurance

Savings and loans up to a maximum of £5000 each are covered by free life insurance. In the event of the death of a member, the insurance cover will repay an outstanding loan and pay up to double the savings (subject to terms and conditions). These funds and any savings will be paid to your nominated beneficiary.

## How much interest will you pay?

Repayments will be designed to meet your individual needs and unlike some market lenders, you can clear your loan at any time without penalty. We will lend any amount from £100 to £15,000, subject to status. Our representative APR is from 26.8% for small loans, down to 12.7% APR representative for large loans. There are no hidden charges, administration fees or early redemption fees. Please contact us for a quote.

## Join Now

Please complete the enclosed application form together with either the enclosed Payroll Deduction Order (telephone the office for details of our sponsoring employers) or Standing Order Mandate and return them to us at:

Cardiff & Vale Credit Union,  
Central Library Hub,  
The Hayes, Cardiff  
CF10 1FL  
Tel: 029 2087 2373

Our friendly staff will be happy to answer any questions you may have  
email: [ccu@cardiffcu.com](mailto:ccu@cardiffcu.com)  
[www.cardiffcu.com](http://www.cardiffcu.com)

## Membership Application

### Personal Details

Title  
Mr  Mrs  Ms  Miss  Other

Surname

First Name

Middle Name

Home Address

Postcode

HOME Telephone No.

MOBILE No.

Email Address

National Insurance No.

Date of Birth

How long have you lived at your address  
 Y  M

Are you:  
Owner  Private Tenant  Lodger   
Living with Parents  Council or HA Tenant   
Please state name of Landlord / Council or HA

Cardiff & Vale Credit Union may wish to contact you with details of promotions and special offers from time to time.  
If you do not want to be contacted, please tick the box.

Mother's Maiden Name  
(as a security password)

How did you hear about Cardiff & Vale Credit Union?

At work  Friend/Family  Online/Internet

Information/collection point  Flyer

Council or HA/ Support worker  
 Please state

Other  
 Please state

### Employment Details

Employment Status  
Employed  Unemployed  Retired

Student  Self Employed

Employers Name

Place of Work

Work Telephone No.

### Deposit Method

Payroll Deduction  Standing Order  PayPoint/Post Office  Benefit/Universal Credit deductions

## Verification of Identity

We will not require any documentation with this application, as we will use an Online Anti-Money Laundering Verification System. If we are unable to verify your identity by using this method, you will be asked to supply documentary evidence in order to satisfy Money Laundering Controls.

I hereby apply for membership and agree to abide by the rules of Cardiff & Vale Credit Union. I declare that the information given by myself on this form is true and correct to the best of my knowledge and belief.

Signed:   
Date:

Cardiff & Vale Credit Union, Central Library Hub,  
The Hayes, Cardiff CF10 1FL.  
Tel: 029 2087 2373. FRN Number: 213467

### Beneficiary Details

In the event of my death, I nominate the person named below as my beneficiary to receive all my shares and any sums payable under the Life Insurance Scheme of the Credit Union.

Nominee(s) Full Name

Address of Nominee

Postcode

Relationship

Signature of Member:

Date:

Witnessed by: PRINT NAME

Signature of Witness:

THE WITNESS MUST NOT BE THE BENEFICIARY

## Bank Standing Order Form

This cancels any previous instructions

Bank / Building Society

Address of Bank / Building Society

Postcode

Please make the first payment on

DD / MM / 20 YY  
and until further notice, every

MONTH / WEEK (delete as applicable)

The sum of £

Please credit Cardiff & Vale Credit Union,  
The Co-operative Bank  
16-17 High Street, Cardiff CF10 1AY  
Sort Code: 08-90-03, Account No. 67008906

PLEASE QUOTE:  
/ membership no / member surname

Account Holder's Name

Bank Account Number

Sort Code / /  
Date

Signature of Account Holder

RETURN TO: Cardiff & Vale Credit Union,  
Central Library Hub, The Hayes,  
Cardiff CF10 1FL.

PLEASE TURN OVER FOR PAYROLL DEDUCTION ORDER FORM

