



Application for Corporate Membership

Corporate Account Definition and Requirements

Confirming and verifying identification of individuals

In common with other financial institutions we require validation and identification of all signatories to the account. Individuals representing organisations will be required to produce identification documents giving proof of name, date of birth and address in accordance with the credit union's normal identification requirements for individual members. In addition, we will require details of all shareholders, directors or beneficial owners holding more than 25% of shares in the organisation who are NOT signatories.

To assist in identification and verification and to prevent fraud and money laundering we may use your information for an Identification search with fraud prevention agencies. The agencies used would retain your information for 12 months regardless of whether this application is successful or not.

By completing this form, you are deemed to agree to any additional verification procedures.

To verify you as a bone fide organisation we also require the following:

Table with 2 columns: Incorporated organisations and Unincorporated organisations. It lists various document requirements for different types of businesses, such as Private Limited Company, Sole Trader, and Trust.

Section A: Information about your organisation

Full name of Organisation – as shown on your governing documents

Key contact for communications – Full name

Correspondence Address:

Address 1

Address 2

Town

County

Postcode

Daytime Telephone

Mobile

Email

Website

Registered Address: If this is the same as your correspondence address then you do not have to complete the registered address details

Address 1

Address 2

Town

County

Postcode

Legal Status please confirm the status of your organisation by ticking one of these boxes:

Company registered in England & Wales pursuant to the Companies Act

Company registered in Scotland pursuant to the Companies Act

Cooperative or Community Benefit Society

Unincorporated organisation

Charitable Incorporated Organisation (CIO)

Charity registered in Great Britain

Other (please specify)

Does your organisation have a governing or regulatory body? – if yes state which

If your organisation is a company incorporated to the Companies Act please provide company registration number

If your organisation is a Cooperative or Community Benefit Society, please provide company registration number

If your organisation is a registered Charity, please provide charity registration number

If your organisation is regulated by the PRA or FCA please provide your Firm Reference Number (FRN)

When was your organisation established?

What does your organisation do?

Please give details of the main activity for your organisation

Section B: Information about the person acting as the authority on behalf of your organisation*

Title	<input type="text"/>	Forename	<input type="text"/>	Middle Initial	<input type="text"/>
Surname	<input type="text"/>				
Position in organisation	<input type="text"/>	Time with organisation	<input type="text"/>		
Address 1	<input type="text"/>				
Address 2	<input type="text"/>				
Town	<input type="text"/>				
County	<input type="text"/>	Postcode	<input type="text"/>		
Daytime Telephone	<input type="text"/>	Mobile	<input type="text"/>		
Email	<input type="text"/>	How long at the current address?	<input type="text"/>		
Date of Birth	<input type="text"/>	National Insurance No:	<input type="text"/>		

Are you already member of this credit union as an individual?
If yes please give membership number.

*If you are an incorporated body this person will be known as the *Corporate Representative*. If you are an unincorporated association or unincorporated partnership this person will be known as the *Designated Representative*.

**Usual
Signature**

I acknowledge receipt of a copy of the Privacy Notice below: -

Section B: Information about second authorised signatory (not applicable to a sole trader)

Title	<input type="text"/>	Forename	<input type="text"/>	Middle Initial	<input type="text"/>
Surname	<input type="text"/>				
Position in organisation	<input type="text"/>	Time with organisation	<input type="text"/>		
Address 1	<input type="text"/>				
Address 2	<input type="text"/>				
Town	<input type="text"/>				
County	<input type="text"/>	Postcode	<input type="text"/>		
Daytime Telephone	<input type="text"/>	Mobile	<input type="text"/>		
Email	<input type="text"/>	How long at the current address?	<input type="text"/>		
Date of Birth	<input type="text"/>	National Insurance No:	<input type="text"/>		

Are you a member of this credit union as an individual?
If yes please give membership number.

Usual Signature

I acknowledge receipt of a copy of the Privacy Notice below: -

HOW THE CREDIT UNION WILL USE AND SHARE YOUR INFORMATION

This credit union will process your personal data in accordance with your rights under Data Protection Regulation and in line with our Privacy Notice

A copy of the Privacy Notice is attached, and further copies can be obtained from our website at www.enterprisecreditunion.org

Section C: Resolution

To Enterprise Credit Union

We confirm that at a properly convened meeting it was resolved that:

1. We wish to open an account with the credit union and in doing so agree to abide by the social objects, rules, policies and procedures of the credit union.
2. The individual/s representing our organisation have completed all required personal details and provided identification documents according to the requirements of the credit union.
3. The credit union can rely on the appointed representatives until it receives written confirmation of changes to representatives.
4. To provide the credit union with the following documents as indicated below.

Supporting documentation

All limited companies including partnerships or registered charities limited by guarantee or shares including credit unions and co-operatives or community benefit societies.

A copy of the Company's Certificate of Incorporation together with a copy of the Memorandum and Articles of Association, or if a cooperative or community benefit society a copy of the Registration Certificates and Rules. If a registered charity a copy of the registration documents.

Trusts

A copy of the Trust Deed.

Unincorporated bodies, unincorporated charities, societies, clubs, community groups

A copy of the constitution

All organisations

Identification documents of individual signatories

Declaration (two signatures required)

We hereby certify that the above Resolution is a true copy of the resolution passed at the meeting held on: -
We acknowledge receipt of the FSCS information Sheet and Exclusion List below

Date

On behalf of the governing body

Title Forename Middle Initial

Surname

Position in organisation Date of signature

Usual Signature

On behalf of the governing body

Title Forename Middle Initial

Surname

Position in organisation Date of signature

Usual Signature

The above authorisation requires

signatures of

e.g. 2 signatures of 3

Supplemental Information – Anti Money Laundering guidance requires that we obtain details of all shareholders, directors or beneficial owners holding more than 25% of shares in the organisation **who are NOT signatories**. Please complete details below. If you need more space please copy this page.

Section D: Supplemental information #1

Title	<input type="text"/>	Forename	<input type="text"/>	Middle Initial	<input type="text"/>
Surname	<input type="text"/>				
Position in organisation	<input type="text"/>		Time with organisation	<input type="text"/>	
Address 1	<input type="text"/>				
Address 2	<input type="text"/>				
Town	<input type="text"/>				
County	<input type="text"/>			Postcode	<input type="text"/>
Daytime Telephone	<input type="text"/>	Mobile	<input type="text"/>		
Email	<input type="text"/>			How long at the current address?	<input type="text"/>
Date of Birth	<input type="text"/>	National Insurance No:	<input type="text"/>		
Are you a member of this credit union as an individual? If yes please give membership number.		<input type="text"/>			
Usual Signature		I acknowledge receipt of a copy of the Privacy Notice below: -			

Section D: Supplemental information #1

Title	<input type="text"/>	Forename	<input type="text"/>	Middle Initial	<input type="text"/>
Surname	<input type="text"/>				
Position in organisation	<input type="text"/>		Time with organisation	<input type="text"/>	
Address 1	<input type="text"/>				
Address 2	<input type="text"/>				
Town	<input type="text"/>				
County	<input type="text"/>			Postcode	<input type="text"/>
Daytime Telephone	<input type="text"/>	Mobile	<input type="text"/>		
Email	<input type="text"/>			How long at the current address?	<input type="text"/>
Date of Birth	<input type="text"/>	National Insurance No:	<input type="text"/>		
Are you a member of this credit union as an individual? If yes please give membership number.		<input type="text"/>			
Usual Signature		I acknowledge receipt of a copy of the Privacy Notice below: -			

Additional Information:

For Office Use:

Received By:

ID Proof:

Signatory 1

Signatory 2

Approved By:

Membership Start Date:

Membership Number:

Privacy Notice

Overview: -

We at Enterprise Credit Union are here to provide you, our members, with savings and loans that meet your needs. We are part of the community and are here to support you financially, encouraging you to save and borrow sensibly and in a way that you can manage. To do that we need to know a little about you and to hold information that allows us to: -

- ✓ make timely and informed decisions that do not cause hardship.
- ✓ help you to manage your money well.
- ✓ provide the products and services you want and need.

Holding information or data about you means that we are classed as a data controller, and we are subject to all of the data protection regulation. We are registered with the Information Commissioners Office or ICO (the regulator for data processing) under the reference Z5075264.

[Information Commissioners - Data protection register - entry details \(ico.org.uk\)](https://ico.org.uk)

Note references to GDPR refer to the UK Regulation not the EU version.

We work hard to keep your information confidential, safe and ensure that it is accurate and up to date. We only hold the data that we need, to provide you with our products.

We may share your data to provide the services but will never sell it on for other firms to market their products to you and when we do share it, we will limit the information to what is needed, ensure that it is secure, used only for the purpose intended and is destroyed once the required task has been completed.

Collecting Information and Keeping it Accurate: -

When you join Enterprise, we ask for basic information to open the account, for identification purposes and to allow us to manage your share account. As time goes on you will probably want other products such as loans or different savings accounts and we may collect additional information from you via application forms, documents and when communicating with you.

When your circumstances change, such as amending your address, phone or e-mail, you should advise us, and we will update our records to keep them accurate.

We collect and update your records from: -

- Applications for products & services.
- Verbal contact in person or via telephone calls.
- Written communication such as letters, or electronic communications such as e-mail or fax.
- For transactions such as withdrawals.
- Interaction via the website and App using cookies.
- Payroll if you pay direct from salary.
- Credit reference agencies and open banking providers when you apply for a loan.
- Identification documents.

What Information do we Hold?

We collect personal data in order to provide you with the services we offer. We will never knowingly collect or process unnecessary data. The data we hold for members includes: -

- Personal details: - Name, date of birth, gender where offered, next of kin for beneficiary purposes.
- Contact details: - Address, e-mail, telephone numbers.
- National Insurance Number if you link benefit payments to a loan.
- Tax residency if you live abroad for HMRC requirements.
- Marketing preferences – to indicate whether you wish to receive marketing or not.
- Number and age of dependents where you rely upon child benefit for loan repayments.
- Bank details for withdrawals and loans.
- Credit reference agency and open banking details when you apply for a loan.
- Payroll details if you save directly from your salary.
- Transactions on your account.
- Notes – we may record notes on our records of information you have provided us with that will help with running your account.
- Identification details

We hold this information so that we can provide the savings and loan products for you and to ensure that we are able to confirm that it is you we are dealing with, prevent fraud, make accurate and correct assessments, react quickly to your needs and requests, and always act in a professional and ethical way when we interact with you. The lawful basis for holding your data comes under one of those listed below.

Lawful Basis: -

Your data will be processed in line with the GDPR regulatory definitions on a particular lawful basis. There are others but most would come under the four listed below: -

- 1 - Contract** Upon joining we enter into an agreement. You agree to abide by the terms & conditions, and we agree to provide some financial services. To allow us to undertake those services, we need to hold your data. When you apply for a loan, we both enter into a contract which defines the terms. Any other products you apply will similarly have contracts to define the agreement.
- 2 - Legal obligation** Credit unions must comply with many regulations in order to safeguard you, your data and your funds. These require us to hold and retain your data whilst running your account and some records after closure. Under legislation such as the Cooperative and Community Benefit Society Act, and requirements from regulators such as the PRA, FCA and ICO, we have a legal obligation to collect and often retain data for specified periods.
- 3 - Legitimate interests** As a financial services provider you will expect us to react quickly and efficiently to your requests. To do so we must hold up to date and accurate data records. Legitimate interest refers to where the processing is necessary to provide the services. An example could be holding your bank details so that we can process share withdrawals and loans.
- 4 - Consent** From time to time we like to contact you, maybe to send out newsletters to keep you informed of what is happening within your credit union or to let you know about new products and services. This is entirely optional so for this we require your consent. You can withdraw your marketing consent at any time simply by contacting us and letting us know that you do not wish to be contacted in this way. We also ask for consent before using Open Banking when assessing a loan application.

Retaining Information: -

Enterprise is a Credit Union and a Mutual Company owned by you, our members, and as such comes under some different regulation to most companies. These regulations such as the Cooperative and Community Benefit Societies Act 2014 require that we retain some information even after you close your account including name, contact details and transactions. We retain other information such as loan documentation for 6 years after repayment in case there is a query post account closure. We do retain information but ensure that, like all member data, it is held securely, and confidentiality is always maintained. You have the right to ask us to erase your data, as defined below, but we would still need to retain some to meet our legal obligations.

Sharing Data: -

To provide you with our services and meet our commitment to ensuring they meet your needs and do not cause you financial hardship, we must, at times, share some of your data with other firms and external agencies. As a financial institution we are required to provide regulators with data and also, to help safeguard you and ourselves in the prevention of fraud. Your data will only be shared in line within the Lawful bases described above and we will ensure that the data is secure and not used for any alternative purposes. If it is shared or stored outside of the UK or EEA we will ensure that it is secure and only used for the specific purpose of maintaining your account and providing services, in line with the GDPR and Data Protection Act 2018. Below is a list of areas where we may share your data and examples of who we share with are included: -

	Lawful Basis	Purpose & Examples
HMRC	2	We are legally obliged to advise HMRC of Dividends paid to members in excess of an agreed figure (currently £250) in line with other savings providers. We also have to undertake an annual report of non-UK taxpayers.
Mailing Firms	3 & 4	If we are sending out information to all members or large numbers, we have a legitimate interest to utilise the services of a mailing firm. Information provided to them would be secure, limited to the minimum they need to process the mailing and we would ensure that it is not used for any other purpose and is destroyed once the process has taken place. Marketing will only be undertaken to members who have given consent. <ul style="list-style-type: none"> • Zync Digital. • Pluvio.
Fern Software	3	Fern provides us with the software to run your account and hold the data on our behalf. We ensure that they have very high standards for security and back up to keep the data safe.
Fraud Prevention Firms	2	We have a legal duty to prevent money laundering under which we may utilise the services of fraud prevention firms from time to time. <ul style="list-style-type: none"> • Stubbs Gazette.
Law Enforcement	2	We are occasionally asked to provide information for legal cases or police investigations which we must comply with.
Payroll Providers	4	If you work for a firm that provides payroll deduction services to Enterprise, we may need to pass information to confirm your payroll number and the amount you wish to save etc, only with your consent and in line with your requirements.
Banks	4	For money transmission and card payment purposes. <ul style="list-style-type: none"> • Various Banks. • Adelante for card payments.

Audit	2	We are legally obliged to have both Auditors to produce our year end accounts and Internal Auditors to review processes and compliance to Regulation. <ul style="list-style-type: none"> • Alexander Sloan Auditors. • SB & P Auditors.
Debt Recovery	3	For recovery action in respect loan arrears where a member is not repaying a loan in line with their contractual agreement. We have a legitimate interest to use external service providers to assist with recovery. <ul style="list-style-type: none"> • Wilkin Chapman Solicitors. • Hunter Tracing Services Ltd.
Service Providers	3	We have a legitimate interest in working with external service providers which may involve some data sharing. This will be only for essential data and care will be taken to ensure all safeguards are in place to prevent any unauthorised use or retention by the firms we use. It will only be utilised to provide the best services we can for our members. <ul style="list-style-type: none"> • RSign for automated loan agreements & document signing. • CU Apps – to provide a phone App. • Feefo – for feedback on services and quality maintenance.
Open Banking & CRAs	4	We have a duty to ensure affordability before lending to members so utilise the services of credit referencing firms. We specifically ask permission to use open banking and consent to use CRA firms is one of the conditions of a loan. <ul style="list-style-type: none"> • Friendly Score – open banking to remove the requirement for bank statements. • Experian & Equifax – to confirm & report on repayment history.

Credit Reference Agencies (CRAs)

We use CRAs to provide electronic identification for new members. This is a very simple and efficient way of undertaking the legal requirements and prevents the need to ask for additional documentation from you which can be slow and cumbersome. We also use them for undertaking loan assessments. We would not wish you to enter into loan with us that would cause you financial difficulty and that you cannot afford. A CRA search helps us review your finances and provides us with a much fuller picture, often without needing further information from you.

Provision of the above service requires us to also report on the performance of loans.

The lawful basis for this is twofold under legitimate interest and your consent when you apply for membership or a loan.

These firms will be compliant with the Credit Reference Agency Information Notice (CRAIN) which ensures strict use and storage of data. The details can be found on each firm's website, for example [Credit Reference Agency Information Notice \(CRAIN\) | Experian](#)

The CRA we use will depend on what we use it for and may change from time to time. The main CRA details are below: -

Equifax Limited

Post: Equifax Limited, Customer Service Centre PO Box 10036, Leicester, LE3 4FS
Web address: https://www.equifax.co.uk/Contact-us/Contact_Us_Personal_Solutions.html
Email: UKDPO@equifax.com
Phone: 0333 321 4043 or 0800 014 2955

Experian Limited

Post: Experian, PO BOX 9000, Nottingham, NG80 7WP
Web address: <https://www.experian.co.uk/consumer/contact-us/index.html>
Phone: 0344 481 0800 or 0800 013 8888

TransUnion International UK Limited

Post: TransUnion, One Park Lane, Leeds, West Yorkshire, LS3 1EP
Web address: <https://www.transunion.co.uk/consumer/consumer-enquiries>
Email: consumer@transunion.co.uk
Phone: 0330 024 7574

Your Rights

Regulation is there to protect you, and the General Data Protection Regulation (GDPR), the Privacy and Electronic Communications Regulations (PECR), and the Data Protection Act 2018 strengthened your rights with respect to the holding, use and processing of your data. Under this legislation you have the following rights: -

Right to Access

You can request a copy of all your personal data held by us and we will provide a copy within 1 month of a request.

Right to Rectification

We will always endeavour to keep your data accurate and up to date but if you become aware that we hold inaccurate or incomplete data you have the right to have it corrected.

Right to Erasure

You have the right to the erasure of your personal data without undue delay including where: -

- The personal data is no longer needed for the purpose it was originally processed.
- You withdraw consent you previously provided to process the information.
- You object to the processing under certain rules of data protection law.
- The processing is for marketing purposes.
- The personal data was unlawfully processed.

However, the data cannot be erased where we need it to meet a legal obligation or where it necessary for the establishment, exercise, or defence of legal claims.

Right to Restrict Processing

In some circumstances you have the right to restrict the processing of your personal data. Where:

- You contest the accuracy of the personal data.
- Processing is unlawful but you oppose erasure.
- We no longer need the personal data for the purposes of our processing, but you require personal data for the establishment, exercise or defence of legal claims; and
- You have objected to processing, pending the verification of that objection. Where processing has been restricted on this basis, we may continue to store your personal data.

We will only otherwise process it:

- With your consent
- For the establishment, exercise or defence of legal claims, or
- For the protection of the rights of another natural or legal person

Right to Object to Processing

You have the right to object to our processing of your personal data on grounds relating to your particular situation, but only to the extent that the legal basis for the processing is that the data is necessary for the purposes of the legitimate interests pursued by us or by a third party.

If you make such an objection, we will cease to process the personal information unless we can demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms, or the processing is for the establishment, exercise or defence of legal claims.

You have the right to object to our processing of your personal data for direct marketing purposes (including profiling for direct marketing purposes). If you make such an objection, we will cease to process your personal data for this purpose.

Right to Data Portability

To the extent that the legal basis for our processing of your personal data is:

- (a) consent; or
- (b) that the processing is necessary for the performance of our contract with you

You have the right to receive your personal data from us in a commonly used and machine-readable format or instruct us to send this data to another organisation. This right does not apply where it would adversely affect the rights and freedoms of others.

Rights Relating to Automatic Processing

In certain circumstances we use an automated system to make, or assist with, lending decisions, using financial information you provide us. This is to help us provide an efficient service to our members. Should we ask you if we can use the system for your loan application, you have the right to opt-out of that process and request that a person reviews the application.

Right to Withdraw Consent To the extent that the legal basis for our processing of your personal information is your consent, you have the right to withdraw that consent at any time. Withdrawal will not affect the lawfulness of processing before the withdrawal.

Complaints: -

Details of how to complain are available on the website and in any branch. We will always make every effort to resolve any complaint to your satisfaction, however, if you wish to complain about how we are using your data you can complain to the Information Commissioner's Office who oversee data protection in the UK.

Website: - <https://ico.org.uk>
Telephone: - 0303 123 1113
Address: - Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF

Telephone Calls

We record telephone calls to assist with training, improve the quality of service, to ensure that we carry out your instructions correctly and to resolve any disputes.

Cookies

When you use our website or App, in line with other websites, we collect "cookies" in order to improve your experience. Cookies are small pieces of information which can be used for security purposes and for remembering how you interact with the website. They can also be used for internal analysing data. Refer to our Cookie Policy for more information.

Customise Consent Preferences ×

We use cookies to help you navigate efficiently and perform certain functions. You will find detailed information about all cookies under each consent category below.

The cookies that are categorised as "Necessary" are stored on your browser as they are essential for enabling the basic functionalities of the site... [Show more](#)

Necessary Always Active

Necessary cookies are required to enable the basic features of this site, such as providing secure log-in or adjusting your consent preferences. These cookies do not store any personally identifiable data.

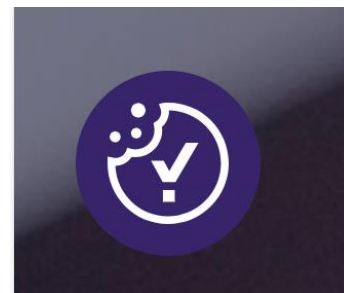
Functional

Functional cookies help perform certain functionalities like sharing the content of the website on social media platforms, collecting feedback, and other third-party features.

Analytics

Analytical cookies are used to understand how visitors interact with the website. These cookies help provide information on metrics such as the number of visitors, bounce rate, traffic source, etc.

You are asked to set your preferences on the first visit to the website.



If you wish cookie you can click bottom left

to change your preferences on the link, of website.

Updates to this

Document

We will endeavour to keep this document up to date and accurate. Future versions will be available on our website.

Address	Enterprise Credit Union Ltd, Wynsford, Hall Lane, Huyton, Liverpool, L36 6AX
Tel	0151 482 0177
E-mail	contact@enterprisecreditunion.org
Web	www.enterprisecreditunion.org
Complaints	Enterprise Credit Union is a member of the Financial Ombudsman Scheme

Basic information about the protection of your eligible deposits

Eligible deposits in Enterprise Credit Union Limited are protected by:	The Financial Services Compensation Scheme (“FSCS”). Note 1
Limit of protection:	£120,000 per depositor per credit union. Note 2
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 £120,000. Note 2
If you have a joint account with other person(s):	The limit of £120,000 applies to each depositor separately. Note 3
Reimbursement period in case of credit union’s failure:	7 working days. Note 4
Currency of reimbursement:	Pound sterling (GBP, £).
To contact Enterprise Credit Union for enquiries relating to your account:	Enterprise Credit Union Limited Wynsford, Hall lane Huyton, Liverpool, L36 6AX Tel: 0151 482 0177 Email@ contact@enterprisecreditunion.org
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 Web: http://www.fscs.org.uk

Additional information

Note 1 Scheme responsible for the protection of your eligible deposit

Your eligible deposit is covered by a statutory Deposit Guarantee Scheme. If insolvency of your credit union should occur, your eligible deposits would be repaid up to £120,000 by the Deposit Guarantee Scheme.

Note 2 General limit of protection

If a covered deposit is unavailable because a credit union is unable to meet its financial obligations, depositors are repaid by a Deposit Guarantee Scheme. This repayment covers at maximum £120,000 per credit union. This means that all eligible deposits at the same credit union are added up in order to determine the coverage level. If, for instance a depositor holds two savings accounts with £80,000 in one and £50,000, he or she will only be repaid £120,000. To ensure that the FSCS can pay you promptly, please ensure that Enterprise Credit Union has your up-to-date contact details including your email address.

In some cases eligible deposits which are categorised as “temporary high balances” are protected above £120,000 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 at <http://www.fscs.org.uk>

Note 3 Limit of protection for joint accounts

In case of joint accounts, the limit of £120,000 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 £120,000.

Note 4 Reimbursement

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 £120,000) 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 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 (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 at <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 credit union will also inform you of any exclusions from protection which may apply. If deposits are eligible, the 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 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 fund¹
 - public authority, other than a small local authority.
4. It is a deposit of a credit union to which the credit union itself is entitled.
5. It is a deposit which can only be proven by a financial instrument² unless it is a savings product which is evidenced by a certificate of deposit made out to a named person and which existed in the UK, Gibraltar or a Member State of the EU on 2 July 2014).
6. It is a deposit of a collective investment scheme which qualifies as a small company.³
7. It is a deposit of an overseas financial services institution which qualifies as a small company.⁴
8. It is a deposit of certain regulated firms (investment firms, insurance undertakings and reinsurance undertakings) which qualify as a small business or a small company⁵ refer to the FSCS for further information on this category.
9. It is not held by an establishment of a credit union in the UK or, in the case of a bank or building society incorporated in the UK, it is not held by an establishment in Gibraltar.

Notes: -

¹ Deposits by personal pension schemes, stakeholder pension schemes and occupational pension schemes of micro, small and medium sized enterprises are not excluded.

² As listed in Part I of Schedule 2 to the Financial Services and Markets Act 2000 (Regulated Activities) Order 2001, read with Part 2 of that Schedule.

³ Under the Companies Act 1985 or Companies Act 2006

⁴ See footnote 3

⁵ See footnote 3

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