



London Mutual
Credit Union

Terms and Conditions for London Mutual Credit Union's on-line services

These conditions govern the use of Credit Union Internet service and form part of, and are to be read together with, the terms and conditions, which apply to your account.

1. Meaning of Words and Expressions

In these conditions the following words and expressions have the following meanings:

"account" means all savings and Loan accounts in your own name.

"member number" means the number we gave you when you open the account with us.

"password" means the 8 digit number you gave us to help us authenticate your identity before letting you use our Credit Union Internet service;

"memorable data" means your personal memorable data which we can use to check your identity;

"Internet Banking" means using the Internet to carry out transactions on your credit union accounts;

"our/us/we" means London Mutual Credit Union;

"you/your" means the person(s) registered for our Credit Union Internet service.

2. Credit Union Internet service

2.1 You can access our Credit Union Internet service provided the equipment you use meets our minimum compatibility requirements (full details are available on request, please email info@creditunion.co.uk for further information. You must ensure your equipment continues to meet these requirements, that it remains fully operational and that you take all reasonable measures to keep it virus free.

2.2 You can use our Credit Union Internet service 24 hours a day. If you ask us to carry out a transaction after 4pm (or on a day we are not usually open) the transaction will not go ahead until the next business day (that is Monday to Friday excluding Bank Holidays)

2.3 You can tell us at any time that you no longer want to use our Credit Union Internet service. You can tell us by e-mail or in writing. If you tell us by telephone we may ask you to confirm this in writing or by e-mail. We will continue to carry out

any transactions you have already authorised unless you also ask us not to do so and provided it is not too late to amend or cancel those transactions.

3. Security Data

3.1 We will confirm your password and memorable information so you can use our Credit Union Internet service. You must memorise your password immediately and destroy the notification promptly on receipt.

3.2 Each time you use our Credit Union Internet service we will ask you to give us your member number, password and memorable data so that you can prove and we can authenticate your identity.

3.3 Once registered for Credit Union Internet service you must always keep your memorable data and password secret. If you write them down you must make a sufficient attempt to disguise them. You must not tell anybody else your memorable data or password.

3.4 You must tell us as soon as you can if you know or think somebody else knows your memorable data and password. You must do this by sending us an e-mail to lostinfo@creditunion.co.uk or by telephoning our office on 020 7787 0770 (during office hours). We may ask you to confirm this in writing within seven days.

3.5 As soon as you tell us you know or think somebody else knows your memorable data and password we will prevent transactions being carried out on your account using the Credit Union Internet service.

3.6 You will not be liable for an Internet Banking transaction on your account, which was not carried out by you or for access to or use of your accounts by someone else, except in the following cases:

- You authorised the carrying out of the transaction or the access to or use of the account
- You acted with gross negligence, which includes failing to follow the safeguards in Condition 3.1 and 3.3 above or the action detailed in Condition 3.4 above
- You acted fraudulently

If you dispute that you have carried out an Internet Banking transaction, we will expect you to co-operate with us and the police in any investigations. We may give the police any information we consider relevant, to enable them to carry out these investigations.

4. Acting On Your Instructions

4.1 We will carry out transactions on your account following instructions you give us or which seem to us to be given by you through our Credit Union Internet service. This is provided the correct memorable data and the correct member number and password are quoted.

4.2 We reserve the right not to act on any instructions which would mean you would not be keeping to these conditions or those applying to your account. For example, we will not allow a transaction if it will create a negative balance in your savings

account or where you are not qualified to take a loan with London Mutual Credit Union.

4.3 If we decide not to carry out a transaction we will not be responsible for any loss or damage you suffer because of that decision. We will normally tell you why we are not prepared to carry out a transaction when you telephone our office on 020 7787 0770 during office hours.

4.4 If, because of something beyond our reasonable control or the reasonable control of those acting on our behalf, we are unable to let you carry out a transaction using our Credit Union Internet service, we will not be responsible for any loss or damage you suffer as a result. An example of when this may happen is when a PC, browser or other equipment necessary to use our Credit Union Internet service is faulty or out of order.

5. General

5.1 We may vary these conditions by telling you. We will do this by sending details about changes either in writing, or by e-mail, or by display in branches or notice within the Credit Union Online Services. We will normally give you reasonable notice before any change takes effect unless it is not practical or possible to do so, in which case we will tell you as soon as we can after the changes take effect.

5.2 We reserve the right to introduce a charge for using our Credit Union Internet service but we will give you reasonable notice before we do so.

5.3 We have taken reasonable steps to ensure that e-mail and other transmissions passing over the Internet remain confidential and are not interfered with. However, we cannot completely guarantee the privacy or confidentiality of any information passing over the Internet or that it will not be interfered with and by using our Credit Union Internet service you are prepared to give us instructions on this basis.

5.4 These conditions are subject to English law.