

# LMCU membership

## Application form

Your local banking choice  
for savings, loans and current account



**London Mutual**  
Credit Union

# Introducing London Mutual Credit Union

London Mutual Credit Union is a locally based not-for-profit financial co-operative.

Established in 1982, London Mutual Credit Union offers a local, ethical and affordable choice of financial services for anyone who lives or works in the London Boroughs of Southwark, Lambeth, Westminster or Camden.

Our members benefit from access to affordable financial services such as:

- flexible and safe savings
- low cost loans
- straightforward current account.

When you open an account with London Mutual Credit Union we will ask you to sign to authorise us to verify your identity and address via an Equifax/Experian enquiry. This doesn't leave a 'footprint' on your credit file. If we are unable to verify your identity and address we will ask you to prove your identity and address by producing two original documents

If you have experienced difficulty opening an account with a bank or building society, please talk to us – we would like to help you open an account with London Mutual Credit Union, and a Credit Union Current Account (CUCA).

## CU Online

You can apply to become a member and manage your account at your convenience by using our secure online service. Just visit our website [creditunion.co.uk](http://creditunion.co.uk)

## Affordable Financial Services

London Mutual Credit Union offers a simple savings account, with access to low cost loans, and a current account to help you manage your finances efficiently.

## Savings

It's easy to save money with London Mutual Credit Union – you can pay in cash or cheque at one of our local branches, pay by debit card online, over the telephone or in a branch, set up a Direct Debit mandate or have deductions made straight from your salary if you work for an employer who has signed up to offer this service (please ask for details).

Your savings are used to provide loans to members, so each time you save with us, you invest in your community.

Christmas and holiday savings accounts are also available.

You may also receive an annual dividend on your savings.

We are covered by the Financial Services Compensation Scheme (FSCS). The FSCS can pay compensation to depositors if a credit union is unable to meet its financial obligations. Most depositors – including most individuals and small businesses – are covered by the scheme.

In respect of deposits, an eligible depositor is entitled to claim up to £85,000. Further information (including the amounts covered and eligibility to claim) is provided in this booklet, or you can refer to the FSCS website [fscs.org.uk](http://fscs.org.uk) or call **0800 678 1100**.

## Loans

If you need a little extra money for a holiday, new car, home improvements, to pay a bill or just to make ends meet, why not compare our loan rate with other lenders?

Our interest rate varies depending on how much you borrow. We calculate interest each day on the reducing balance, which saves you interest on your loan.

Before you agree to take out any loan you should always compare lenders' interest rates. There are no set up fees or charges for early repayment on our loans and we don't discriminate against members who are not working. Whether you are in employment or not you will be considered for a loan – don't be tempted by high cost and doorstep lenders, where a £500 loan over 12 months can cost you £410 in interest.

## Young Savers Account

Young people under 18 who live in Southwark, Lambeth, Westminster or Camden can open their own personal savings account in their name. If their school offers Young Savers Accounts, they will also be able to deposit money at their school (ask us for a list of participating schools).

A trustee can operate the account on a child's behalf until they are old enough to manage their own account.

**YOUNG  
SAVER  
ACCOUNT**  
*It's a good habit to have*



## **Credit Union Current Account**

The Credit Union offers a Credit Union Current Account (CUCA) to its members. This account has an overdraft facility for eligible members.

We will send you a text if there won't be enough money in your account to pay a Direct Debit to give you a chance to cover it. If we do have to recall a Direct Debit payment because there is not enough money in your account we won't charge you £30!

There is a charge, currently £11.00\* if we have to recall a Direct Debit, that covers actual costs.

- Access your money via the Link ATM facility, with over 70,000 Link cash machines across the country.
- Have your credit union loan paid directly into this account
- Transfer your credit union savings for easy access
- Pay your bills via Direct Debit or Standing Orders and receive discounts
- Use it to pay for goods or services anywhere displaying Mastercard debit sign
- Use your card to take advantage of best online offers
- No hidden charges
- No cheque book (to ensure that you keep control of your income and expenses)
- Text warning if there isn't enough money in your account to cover a direct debit
- You will receive a text message after each transaction to help you keep track of your spending



There are four options of services and fees for your current account, so that you can choose the one that suits you best

## **Mobile App**

We have introduced our new mobile App for those of you who want to access your credit union on the go. The App is for Apple iPhone, iPad and Android devices and you can download the App now.

Before you do, make sure you are registered for online services – you can do this quickly and easily at [creditunion.co.uk](https://creditunion.co.uk)

Some of the features included on the App are:

- check your account balances
- view transactions
- move money
- send a secure message to LMCU

We take your security very seriously and have a number of security measures already in place so that you can feel confident using Mobile Banking.

Please keep your Internet/Mobile Banking login details safe and secure and don't give it to anyone. Please contact us immediately if you believe someone else knows your login details.

Please read the Terms & Conditions for using London Mutual Credit Union's Mobile Banking facility when you register.

## **To get your latest balances**

**Register for our secure online service  
CU Online at [creditunion.co.uk](https://creditunion.co.uk) or text  
bal to 80011.**



# Financial Services Compensation Scheme

## Information Sheet

### Basic information about the protection of your eligible deposits

Eligible deposits in London Mutual Credit Union are protected by:	The Financial Services Compensation Scheme ("FSCS").
Limit of protection:	£85,000 per depositor per bank / building society / credit union.
If you have more eligible deposits at the same credit union:	All your eligible deposits at the same bank are "aggregated" and the total is subject to the limit of £85,000.
If you have a joint account with other person(s):	The limit of £85,000 applies to each depositor separately.
Reimbursement period in case of credit union's failure:	20 working days.
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 London Mutual Credit Union for enquiries relating to your account:	London Mutual Credit Union, 4 Heaton Road, London SE15 3TH Tel: 020 3773 1751 Email: <a href="mailto:info@creditunion.co.uk">info@creditunion.co.uk</a>
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: <a href="mailto:ICT@fscs.org.uk">ICT@fscs.org.uk</a>
More information:	<a href="http://www.fscs.org.uk">www.fscs.org.uk</a>

### Additional 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.

#### General 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:

- (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 under [www.fscs.org.uk](http://www.fscs.org.uk)

#### Limit 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.

#### 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](mailto: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](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 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
  - financial 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](http://www.fscs.org.uk)

# How to contact us

## General enquiries

Telephone: 020 3773 1751

Fax: 020 7277 8755

Email: [help@creditunion.co.uk](mailto:help@creditunion.co.uk)

Web: [creditunion.co.uk](http://creditunion.co.uk)

## Branches and opening hours

4 Heaton Road

Peckham

London SE15 3TH

177 Walworth Road

Elephant & Castle

London SE17 1RW

## Opening times

Monday–Friday: 9.30am–4.30pm

## Lost & Stolen Card Helpline

0330 0882747 (24 hours)

## All other card enquiries

0330 0881728

Mon-Fri: 9.00am - 6.00pm

Sat: 9.00am - 1.00pm



- This guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the scheme is monitored and protected by your own Bank or Building Society.
- If the amounts to be paid or the payment dates change, London Mutual Credit Union will notify you 10 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by London Mutual Credit Union or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to us.

# Membership Application form

## FOR OFFICIAL USE ONLY

Membership no:

Approved:  Code:

If you would like to become a member of London Mutual Credit Union, please complete this form in **BLOCK CAPITALS**, detach and return to a credit union branch or member of staff, or post to:  
**New Member Application, London Mutual Credit Union, 4 Heaton Road, London SE15 3TH.**

### 1. CONTACT DETAILS

Surname:  Forename:

Mr / Mrs / Ms / Miss / Dr / Other:

Home address:

Postcode:

Home telephone:  Mobile:

Email:

Date of birth (DD/MM/YY):  NI Number:

### 2. CREDIT UNION ACCOUNT DETAILS

I would like to save  £  per week/month.

I would like to pay into my Credit Union Account by:

- ☐ Cash over the counter
- ☐ Monthly Direct Debit (please complete Direct Debit mandate. We will send this to your bank)
- ☐ Payroll deduction (if you are employed by a participating employer, please complete payroll mandate. We will send this to your employer)

- ☐ I would like to enter the London Mutual Credit Union Members' Private Lottery.  
A ticket would cost £1 per week/month from my savings (maximum £10 per month).  
Please deduct  £  per week/month from my savings until further notice.

### Please tick the below to confirm your membership:

- ☐ I apply for membership of London Mutual Credit Union and agree to abide by its' rules.
- ☐ I understand that a non-refundable fee of £2.00 will be deducted from my first payment into the Credit Union and that I will not be a full member until this has been paid.
- ☐ I agree to keep a minimum of £5.00 in my savings account to maintain my membership.
- ☐ I confirm that I have been given a copy of the Financial Services Compensation Scheme (FSCS) information sheet and exclusions list.
- ☐ I declare that the information and all statements given by me on this form are to the best of my knowledge and belief correct and complete.

Your signature:

Date:



### 3. PROVING YOUR IDENTITY

Before we can open an account for you we need to verify your ID and address. We will do this online – it doesn't leave a 'footprint' or affect your credit file in any way. Please sign and date the declaration below.

**I authorise London Mutual Credit Union to verify my identity and address via Equifax/Experian enquiry.**

<b>Your signature:</b>  	<b>Date:</b>  
--------------------------------	----------------------

**We may contact you and ask you to come to one of our branches with two original documents – one is used to prove your identity, the other proves your address.**

**You can use these to prove your identity:**

- A passport (if this is not an EU passport then it must show valid Visa to stay in the UK)
- Full UK driving licence or blue disabled driver's pass
- EU Member State ID card
- Residence permit
- Original letter from Benefits Agency (or Pensions Service, Child Benefit Agency, etc.).

**You can use these to prove your address:**

- Recent bills (less than three months old) such as a council tax demand or gas, electricity or water rates bill
- Recent bank, building society or credit card statement (less than three months old)
- Council rent card, tenancy agreement
- Official letters from a UK solicitor or Benefits Agency (or Pensions Service, JobCentre Plus, Child Benefit Agency, etc.).

If you do not have any of these documents, please let us know. There are many more documents that can be used. We would like to help you open a credit union account.

**Please check that you are eligible to join London Mutual Credit Union.**

**I am eligible to become a member of London Mutual Credit Union because:**

- ☐ I live in London Boroughs of Southwark, Lambeth, Westminster or Camden
- ☐ I work in London Boroughs of Southwark, Lambeth, Westminster or Camden\*
- ☐ I work for an employer who offers a payroll deduction facility with London Mutual Credit Union\*

### 4. VOLUNTEER/STUDY STATUS

- ☐ I volunteer in the London Boroughs of Southwark, Lambeth, Westminster or Camden\*

I volunteer at: \_\_\_\_\_

- ☐ I study in the London Boroughs of Southwark, Lambeth, Westminster or Camden\*

I study at: \_\_\_\_\_

\* If you work, volunteer or study in Southwark, Lambeth, Westminster or Camden, we will also need to see evidence of your employment, volunteering or studying, in addition to your proof of identity and address.

5. APPLICATION FOR PAYROLL DEDUCTIONS

To the Payroll Manager of:

Surname: Forename:

Mr/Mrs/Ms/Miss/Dr/Other:

Payroll/Staff number: Department name:

I have joined London Mutual Credit Union Limited and authorise the deduction from my salary the amount indicated below each week/month.

Please deduct £ per week/month from my salary/wages.

<b>Your signature:</b>	<b>Date:</b>
<b>Approved by:</b>	<b>Date:</b>

6. NOMINATED BENEFICIARY

In the event of your death, who do you nominate as your beneficiary to receive your London Mutual Credit Union savings?

Nominee surname: Nominee forename:

Mr/Mrs/Ms/Miss/Dr/Other:

Address of nominee:

Postcode:

Relationship of the nominee to the member:

Telephone/Mobile:

<b>Your signature:</b>	<b>Date:</b>
<b>Witness signature:</b>	<b>Witness name:</b>

(The witness shall not be the nominee)

## 7. TAX RESIDENCY/CITIZENSHIP INFORMATION

Do you pay tax outside of the UK?

☐ Yes ☐ No

If YES give name of country:

Tax Identification Number (TIN):

## 8. MEMBER PROFILE

Please help us to know our members by answering these simple questions. This information is confidential and will only be used to help us to serve our community.

### 1. How do you describe your ethnic origin?

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> White-British    | <input type="checkbox"/> Black/Black British-Caribbean   | <input type="checkbox"/> Black/Black British-African |
| <input type="checkbox"/> White-Irish      | <input type="checkbox"/> Asian/Asian British-Bangladeshi | <input type="checkbox"/> Asian/Asian British-Other   |
| <input type="checkbox"/> White-Other      | <input type="checkbox"/> Chinese                         | <input type="checkbox"/> Vietnamese                  |
| <input type="checkbox"/> Western European | <input type="checkbox"/> Other:                          | <input type="checkbox"/> Prefer not to say           |

### 2. Which of the following are you?

- |  |   |   |
|--|---|---|
| <input type="checkbox"/> Home owner              | <input type="checkbox"/> Housing association tenant | <input type="checkbox"/> Council tenant |
| <input type="checkbox"/> Private landlord tenant | <input type="checkbox"/> Other:                     |   |

### 3. How do you describe your employment status?

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Employed full time | <input type="checkbox"/> Employed part time | <input type="checkbox"/> Unemployed/On benefits |
| <input type="checkbox"/> Self-employed      | <input type="checkbox"/> Retired            |   |

### How did you hear about London Mutual Credit Union?

It is helpful for us to know how you heard about London Mutual Credit Union. Please take a moment to let us know where you received information about London Mutual Credit Union.

I received information about London Mutual Credit Union from:

- ☐ My employer
- ☐ Radio or TV
- ☐ Internet search
- ☐ A letter or flyer put through my door
- ☐ A local branch that I was passing and decided to call in
- ☐ An agency/organisation: *(please state)*
- ☐ A leaflet/poster at: *(please state where)*
- ☐ A friend or family member who is a member: *(please state)*
- ☐ An article in newspaper, magazine or newsletter: *(please state where)*
- ☐ Credit Union staff at an organised event: *(please state where)*

**Thank you for taking the time to complete this section.** If you are happy with our services, please let your family and friends living or working in Southwark, Lambeth, Westminster or Camden know about the benefits of being a member of London Mutual Credit Union.

We'd like to keep you updated about our products and services by email, post, SMS or phone. We'll always treat your personal details with the utmost care and will never sell them to other companies for marketing purposes.

☐ Yes please – I want to hear about credit union products and services

### Privacy and Data Protection Statement

Privacy and Data Protection Statement: In accordance with Data Protection Act 2018, and the General Data Protection Regulation 2018, the London Mutual Credit Union Ltd will ensure that your personal data is processed lawfully, fairly and transparently. Data will be collected for specified, explicit and legitimate purposes and not processed in a manner incompatible with those purposes. The personal data that we hold will be accurate and - where necessary be kept up to date. London Mutual Credit Union Ltd will not pass your personal data on to any third parties except where processing by a third party is necessary for the performance of a task or a contract. We will use your data to process your application and to help manage your account(s) and any service you use. Your personal details will be treated confidentially and will only be shared with other agencies for the purposes of credit referencing, fraud prevention and debt recovery. Please read our full Privacy Policy at [creditunion.co.uk/privacy-policy](https://creditunion.co.uk/privacy-policy) or ask us for a copy in branch.

### Fair Processing Note

The personal information we have collected from you will be shared with fraud prevention agencies who will use it to prevent fraud and money-laundering and to verify your identity. If fraud is detected, you could be refused certain services, finance, or employment. For further details of how your information will be used by us and these fraud prevention agencies, and your data protection rights, please visit [creditunion.co.uk](https://creditunion.co.uk) or ask in branch for the full Fair Processing Notice.

Thank you for completing this form.

Please return to a credit union branch or member of staff, or post to:

**New Member Application, London Mutual Credit Union, 4 Heaton Road, London SE15 3TH.**



**London Mutual**  
Credit Union

**creditunion.co.uk**