2025 Accounts – Frequently Asked Questions

How much is the proposed dividend and loan interest rebate?

The Board is proposing a dividend of 4% and a loan interest rebate of 4% for members who have maintained repayments in line with their agreements.

When will the dividend and loan interest rebate be paid?

Subject to members approving the Board's recommendation at the AGM, the dividend on savings and the loan interest rebate (both proposed at 4%) will be credited to members' accounts no later than the day after the AGM.

What period does the dividend cover?

The dividend covers the financial year from 1 October 2024 to 30 September 2025. The percentage is applied to your average savings balance during this period.

Will I get taxed on the dividend?

Dividends paid by credit unions are treated as interest for tax purposes and count towards your Personal Savings Allowance. You are responsible for reporting and paying any tax due to HMRC (e.g., via Self-Assessment if applicable). See HMRC guidance for tax-free interest on savings at http://www.gov.uk/apply-tax-free-interest-on-savings.

When will the ISA interest be paid?

ISA interest will be applied to members' accounts on 6th April 2026 – relating to the tax year ending 5th April 2026.

Why has the Corporation Tax charge changed compared to last year?

Corporation Tax is paid on investment income, and the increase this year reflects higher deposit and investment interest earned, which totalled £1,146,888 in 2025 (2024: £792,443).

How does Commsave ensure that members' funds are invested responsibly and ethically?

At Commsave, we believe that how we invest is as important as the returns we generate. Our approach is guided by integrity, sustainability, and social responsibility. We place members' funds only with institutions and products that reflect fairness, transparency, and long-term stewardship. This means avoiding sectors that conflict with our principles, such as those linked to exploitative or harm to communities, and favour investments that contribute positively to society. Whilst our options for placing deposits are limited due to regulations that Credit Unions operate under, we keep all investments under regular review to ensure they meet our standards.

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Ethical investment goes beyond simply avoiding certain sectors; it focuses on creating positive impact. We look for opportunities that support financial stability while promoting human rights, protecting the environment, and encourage responsible governance. By doing this, we aim to deliver competitive returns for members while ensuring that our capital works for the greater good. One of our objectives for 2025/26 is to develop an ESG (Environmental, Social and Governance) strategy that sets out how we will bring these values to our working practices.

Why have certain Income and Expenditure items varied from last year?

Other income	We received grant funding from Fair4all (£70K) and Ngage (£10k) for this financial year.
Staff Costs	Average monthly staff numbers were 49, compared to 47 in 2024 reflecting membership growth, service improvement and investment in skills. We also adjusted salaries in line with Living Wage and Living Pension commitments. In addition, there was an increase in Employers National Insurance contributions.
Directors' remuneration	The Executive Director was seconded as Interim CEO for most of the financial year and therefore the salary was incorporated into staff salaries.
Disposal of assets	This figure reduced as we sold one building in the financial year ending September 2025 with two buildings sold in the financial year 2024.
Legal, professional & credit control costs	Debt recovery fees reduced significantly as more of the legal element of the work was done in-house with less reliance on our 3rd party debt recovery partners.
Bank charges	The introduction of a direct debit facility and an increase in members resulted in a higher number of transactions, therefore increasing transactional fees.
Impairment on loans for bad debt and doubtful debts	There was a reduction of bad debt costs due to improvements in our credit control processes resulting in lower levels of bad debt and increased recoveries.

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