

COMMSAVE

Friendly • Ethical • Professional



Welcome Book

The easy way to save, the better way to borrow

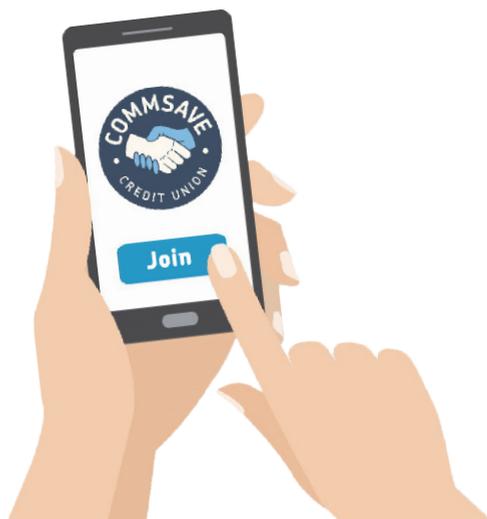
 hello@commsave.co.uk  0303 0402 660  commsave.co.uk

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (213407)



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Welcome to Commsave!

Commsave exists to **provide excellent services** for our members, with products tailor made for their needs. Founded in 1991 to serve postal workers in Northampton we are now open to anyone working for Royal Mail, employees of the UK Civil Service, various communications companies, the UK fishing industry, and anyone living or working in the NN postcode area.

Our values are to provide our services in a **friendly, ethical, and professional** way, and our core objective is 'people helping people'.

You have joined more than **35,000 members** throughout the UK, all served from our office in Northampton, with fast and easy access to savings and loans.

We have a call centre and an automated telephone service, as well as a website and app for iOS and Android, giving you access to your account 24/7.

We issue a quarterly newsletter, and listen to our members' feedback to ensure we understand what you need.

Welcome to Commsave and thank you for joining!



This is **Andy Elper** – our friendly Commsave member – who has lots of tips to help you get the most out of your membership. Look out for his top tips throughout this booklet and check out his 'how to' videos on our website – **commsave.co.uk**.

Managing your account online

It's easy to manage your account online with Commsave. We offer 24/7 access to your account through our website and mobile app, so you can check your balances and carry out other tasks at your convenience.

How to register your account online:

1. Visit our website commsave.co.uk
2. Click 'login' and select 'sign up for an online account'
3. Complete the short form to register.

Once you receive your email to create the password you can access your account online, or via the app, to:

- View balances and request statements
- Update your personal details
- Send us secure messages
- Apply for a loan

- Open additional savings accounts
- Transfer funds between savings accounts
- Withdraw money from your savings, direct to your bank account, with same day transfers.

How to download the Commsave app:

1. Visit the App Store or Google Play Store
2. Search for 'Commsave Credit Union'
3. Select 'get' or 'install' to download the app.
4. You will be able to sign in with the same details you have used to register online.

Top Tip: Don't have online access? Don't worry, a member of our team will be happy to help. Call us on 0303 0402 660.



Keeping your account secure

We require you to use a telephone password when accessing your account over the phone. This is to protect your data and safeguard your account from unauthorised access.

The easiest way to set up a telephone password is by following the six steps to the right:



Top Tip: If you haven't got online access, don't worry – just complete and return the form enclosed.

1. Log in to your account online or via the app.
2. Select the 'loans and services' heading if you are using the website, or the menu icon on the top left of the screen if you are using the app.
3. Scroll down to find the 'account security' heading and select the 'telephone password' option.
4. Enter a word or a number that you would like to use as your password. This has to be a minimum of six characters.
Please do not use any personal details such as name or date of birth.
5. Enter a reminder question that we can ask you, to help you remember the word or number you have chosen in case you forget it.
6. Click 'submit'.

Saving with us



We offer a range of savings accounts to suit your needs, with all accounts receiving the same competitive dividend rate.



Regular Savings

All of our members save a minimum of £2 a week or £10 a month to save for specific purposes or a rainy day, to develop a regular savings habit.



Christmas Savings

Getting those Christmas costs wrapped up can leave you free from worry and able to enjoy the festivities. You can make withdrawals from the start of November until Christmas each year.



Holiday Savings

We all like to get away for a holiday so you can arrange to have a savings pot ready for all those holiday expenses.



Child Benefit Savings

Put aside your Child Benefit to pay for things like school uniforms, trips, or maybe even a helping hand towards college and university in the future.



Children's Savings

Helping your children develop a sensible attitude to savings and money handling skills is essential for their adult life.



PrizeSaver

The savings account with an added bonus. You can save from as little as £1 in the account and every pound you save, up to £200, earns you an entry into a monthly prize draw with a top prize of £5,000 and 10 bonus prizes of £50 and 10 of £20!



Online Goals Savings

Create and name your own savings pots, choose an icon for them, and set a regular amount to save – all through your online account!



Tax Saver

Are you self-employed? Take the stress out of paying your tax! Put aside a chunk of your monthly income to pay your tax at the end of the year.

Ways to save

Saving through payroll deduction

Commsave offers the facility to save directly through your payroll, through a regular deduction that is sent automatically to your Credit Union savings account.

If you work for one of the following employers, you can save through payroll deduction – call us on

0303 0402 660.

- Royal Mail
- Department for Work and Pensions
- Pall-Ex Group
- North Northamptonshire Council
- West Northamptonshire Council
- Northampton Leisure Trust
- Kettering General Hospital
- University of Northampton
- Northampton Partnership Homes
- Grand Union Housing Group
- Vigilant Security
- Family Support Link

What other deposit options are available?

There are several ways you can pay extra money into your Commsave account. You can give us a call on

0303 0402 660 and ask a member of our team to text you our sort code and account number. Using these details, you can set up Commsave as a payee on your online banking and use your membership number as a reference. The money will show in your account the next working day.

You also have the option of setting up a recurring card payment as a convenient way to save regularly. Call us on **0303 0402 660** to set this up. Alternatively, send us a cheque made payable to 'Commsave Credit Union' and add your membership number on the back so we know which account to allocate the payments to.

How much money can I save?

You can have a maximum of £85,000 across your Commsave savings accounts. Your money is protected by the Financial Services Compensation Scheme (FSCS). To find out more go to [fscs.org.uk](https://www.fscs.org.uk).

Top Tip: If you'd like your employer to offer saving direct from pay, email us at events@commsave.co.uk.



Borrowing from us

Our loans are available for just about any purpose, including a new car, home improvements, a holiday, or Christmas expenses. Our rates are competitive, fair and affordable.

Homeowner Loan

If you own your own home, you can borrow any amount from £6,000 to £25,000 at just 0.75% a month (9.4% APR) – our lowest interest rate – repayable over a maximum of seven years.

Personal Loan

Personal Loans are available for up to five times the amount you have in your savings, to a maximum of £25,000 over seven years. You will pay 1% interest (12.7% APR) per month on the reducing balance.

Introductory Loan

New and existing members can apply instantly for up to £10,000, repayable over five years, using our quick and easy application process. You will pay 2% interest (26.8% APR) per month on the reducing balance.

Top Tip: If you log in to your online account, and choose the 'loans and services' tab, you'll see which loans you're eligible to apply for.



Orbital Revolving Credit

Arrange a pre-determined credit limit from £500 to £3,000. The balance sits beside your savings, as funds available to withdraw – similar to an overdraft – without the expensive fees. You will pay 1.5% interest (19.6% APR) per month on the outstanding balance.

Consolidation Loan

If you have loans or card balances with other lenders, you might benefit from moving them to Commsave using our Consolidation Loan. You can borrow up to £25,000 with interest charged at 13.8% APR if you are repaying by payroll deduction, or 19.6% APR if you are using a different repayment method.

Green Loan

Green Loans enable you to become more energy efficient and save money. Borrow for an environmentally friendly purpose and we'll discount your loan rate from 9.4% to 8% APR for amounts from £5,000 to £25,000, or from 26.8% to 25% APR for smaller amounts.

To find out more or to apply, visit commsave.co.uk

How to apply

When can I apply for a loan?

You can apply as soon as you receive your membership number. You can check which loans you are eligible to apply for through the mobile app or online account.

How do I apply?

The easiest way to apply is online – simply log in to your online account and select the ‘loans and services’ heading. Then click the relevant button for the product you want to apply for and fill in the application form. Alternatively, you can call us on **0303 0402 660** and go through your application with one of our team.

How long will it take to get a decision?

Our loans team will attempt to get you a decision within two working days. Often, we’ll assess loans more quickly than that, but it can depend on things like the amount you are asking for and whether you’ve borrowed with us before.

Top Tip: All of our loans have no early repayment fees!



How will I know if my application has been accepted?

If your application is approved you will receive a text from the loans team. You will then receive an email from us via Signable with a link to follow to sign your loan agreement online. Please ensure that you read over the agreement fully, sign in the box, and submit the form.

If we are not able to approve your application, we will send you an e-mail or letter with the reasons why we’re not able to help.



Friends of Commsave Credit Union Lottery

The Friends of Commsave Credit Union runs a monthly lottery in which there are 30 prizes to be won.

There is a top prize of £500 and 29 prizes of £75. At Christmas there is a **mega draw** in which the prizes are bigger.

Tickets cost £1 and you can have a maximum of two tickets each month. Up to 50% of the total money is used as prizes. The rest of the money is used to cover development costs of the Credit Union.

The winners are drawn electronically on the last working day of the month.

If you win you will be notified by letter and text. The results are also posted on social media and the website. The winnings are deposited into your regular savings account and you can withdraw this whenever you wish.

Top tip: You can sign up for the lottery online or via the app. Look for the 'change lottery subscriptions' option under 'loans and services' online, and 'update personal information' on the app. Alternatively, you can call us on 0303 0402 660 and one of our team will take your request over the phone.



Community Fund

Our Community Fund exists to support the causes that matter to you.

Any member of Commsave can nominate a charity, community venture, or fundraising cause that's close to your heart to receive a donation from the Fund.

To date, we've supported a diverse range of projects all over the UK – from fun-runs in aid of various charities, to equipment for local sports clubs, and donations to schools for library books.

25p of every £1 we raise through the member lottery goes to support the Community Fund, so every time you enter the lottery, you're helping to make a difference in communities right across the country.



You can find out more about the Community Fund, and read our application guidance, at commsave.co.uk/community-fund or by **scanning the QR code**.

It takes just a few minutes to make an application, and we'd love to hear from you!



Helping your loved ones

Commsave Bereavement Fund

At Commsave, your savings and loans are protected by our Bereavement Fund – an exclusive member benefit – offered at no extra cost to you.

This protection means that in the event of your death, the Fund will:

- Pay off all outstanding Commsave loans
- Pay a minimum of £500, up to a maximum of £5,000, into your savings to help your nominated beneficiary at such a difficult time

Who are the funds paid to?

You are able to nominate up to five beneficiaries to receive your savings held in your Commsave account.

Keeping your beneficiary details up to date is essential. Relationships and contact details can change over time, so it is important that you notify us of any changes. This ensures that we are able to

contact the nominated person(s), and carry out your wishes.

We aim to make the process as easy as possible for your loved ones. We provide them with clear communication on the next steps to take, to claim the funds due to them.

What is my beneficiary entitled to?

To determine the payment due from the Bereavement Fund, we will calculate the average savings balance over the last 12 months before the date of your death. The more you save, the more your loved ones receive, which can provide them with an extra helping hand towards funeral costs.

The Bereavement Fund payment is in addition to any savings held in your Commsave account. Up to £5,000 will be paid straight to your nominated beneficiary, and any remaining funds will be included as part of your estate.

Doshi

We're committed to helping you make the best use of your money, so we've partnered with a mobile app called Doshi to help you take control of your finances, while earning rewards along the way!

The app contains lots of interactive lessons, designed to improve your knowledge. There are hundreds of modules, tackling topics like improving your debt and making wise investment decisions – helping you to achieve your real-life financial goals.

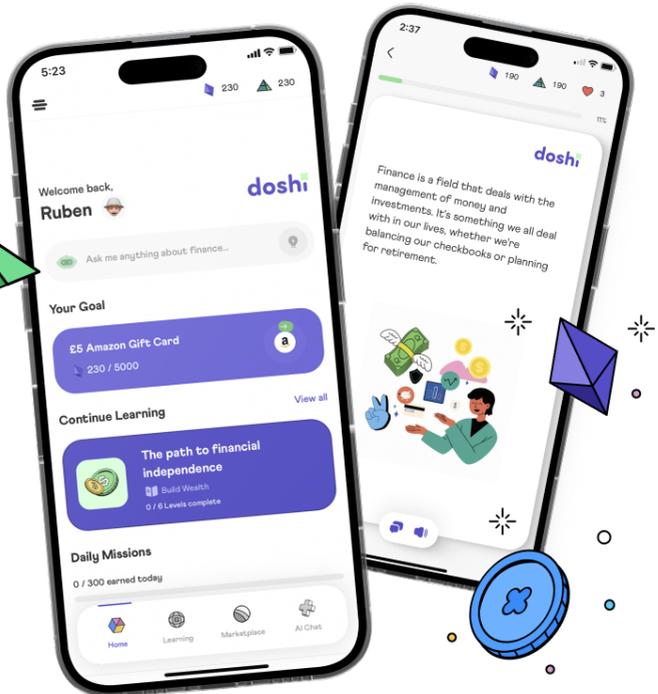
As you progress and earn points, you can unlock exclusive rewards from popular brands like Apple and Amazon.

To get started, grab your mobile phone and scan the QR code – this will take you to the download link. Once you've registered, you can start your learning journey and work towards earning your first reward!

Download
the app



Top Tip: Earn while you learn. Complete courses and earn vouchers for brands like Apple.



Frequently asked questions

Can my friends and family join?

Any immediate family members (partners, parents, siblings, children, and grandchildren) living at your address are eligible to join Commsave.

You can also refer your work colleagues to us if you work for one of the companies listed on page 7, or if your employer is based in the NN postcode area. They can apply on our website or you can give us a call on **0303 0402 660** and we will send out some membership forms.

What happens if I am saving through payroll and I leave my employer?

Once you're a member of Commsave, you can retain your membership even if you leave your place of work. If you have been saving through payroll deduction, you will need to let us know you have left your employer and set up a standing order from your bank account to continue saving with us.



Top Tip: You can get an up to date balance by texting 'BALANCE' to 80806.



Keeping in touch



Visit our website commsave.co.uk to access your account whenever you wish. You can contact us by logging in to your online account and selecting 'Secure Message'.



Download our app to manage your account on your mobile or tablet. Our app is available for Apple and Android devices. The 'Contact Us' menu has several ways to get in touch.



Drop us an email to hello@commsave.co.uk and we will respond to your enquiry as soon as we can.



You can call us on **0303 0402 660**
Monday – Friday, 9am–5pm and
Saturdays, 9am–1pm.



Write to us: Commsave Credit Union
2 Summerhouse Road, Moulton Park,
Northampton, NN3 6BJ

Follow us on:



Facebook (@commsavers)



Instagram (@commsavecu)



Twitter (@commsave)



LinkedIn (@commsavecreditunion)

Listening to you

Our aim is to provide you with the best service. We really appreciate your feedback and we are always trying to improve our services to best suit your needs. If you have

any feedback regarding our services, products, or things you would like to see from Commsave, we would love to hear it!

You can leave a review on our Trustpilot page – uk.trustpilot.com/review/www.commsave.co.uk. We read all of the comments left for us and provide an individual response to each review.

You can send us feedback and suggestions through the website or mobile app. To do this, log in to your online account. Select the 'loans and services' tab if you are on our website, or the menu icon if you are using the app. Under the 'contact us' heading, complete the **'send us feedback / suggestions'** form.



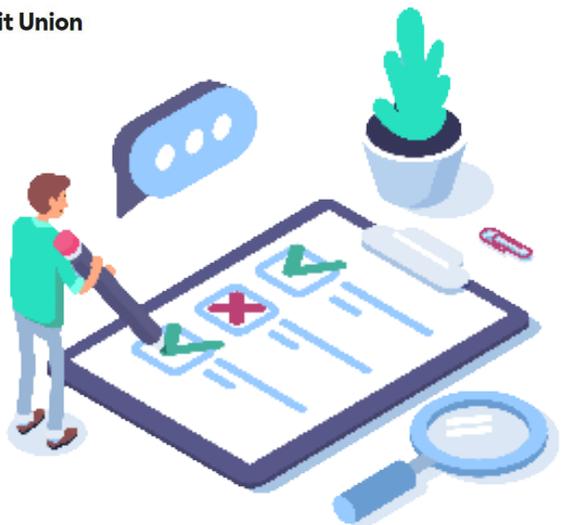
Commsave Credit Union

Reviews 2,544 • Excellent



VERIFIED COMPANY

Top Tip: Look out for our annual survey each spring. This gives you the opportunity to rate our service and to make suggestions to help us improve.



Not happy with our service?

At Commsave, your account is managed by people, not computers. So we understand that sometimes we may get something wrong.

Please provide us with as much information as you can so that we can resolve your issue as quickly as possible.

Once you have submitted your complaint, you will receive an acknowledgement within one business day. We will aim to resolve your complaint within five business days. However if we are unable to do so we shall contact you with any updates and the expected outcome.

If you would like to make a complaint, call us on **0303 0402 660** and we will try to resolve your complaint over the phone. You also have the option of emailing us at **hello@commsave.co.uk** or filling in our online form at **commsave.co.uk/forms/complaints**.

You will receive a response within 8 weeks. Should you remain unhappy with our final response, or if you haven't received a response within 8 weeks, then you can contact the Financial Ombudsman Service by calling **0800 023 4567** or going to **financial-ombudsman.org.uk/contact-us/complain-online**.



Financial
Ombudsman
Service

Fair Processing Notice

General

1. Before we provide services, goods or financing to you, we undertake checks for the purposes of preventing fraud and money laundering, and to verify your identity. These checks require us to process personal data about you.
2. The personal data you have provided, we have collected from you, or we have received from third parties will be used to prevent fraud and money laundering, and to verify your identity.
3. Details of the personal information that will be processed include, for example: name, address, date of birth, contact details, financial information, employment details, device identifiers including IP address and vehicle details.
4. We and fraud prevention agencies may also enable law enforcement agencies to access and use your personal data to detect, investigate and prevent crime
5. We process your personal data on the basis that we have a legitimate interest in preventing fraud and money laundering, and to verify identity, in order to protect our business and to comply with laws that apply to us. Such processing is also a contractual requirement of the services or financing you have requested.
6. Fraud prevention agencies can hold your personal data for different periods of time, and if you are considered to pose a fraud or money laundering risk, your data can be held for up to six years.

Automated Decisions

7. As part of the processing of your personal data, decisions may be made by automated means. This means we may automatically decide that you pose a fraud or money laundering risk if our processing reveals your behaviour to be consistent with money laundering or known fraudulent conduct, or is inconsistent with your previous submissions, or you appear

to have deliberately hidden your true identity You have rights in relation to automated decision making; if you want to know more please contact us using the details on page 15.

Consequences of Processing

8. If we, or a fraud prevention agency, determine that you pose a fraud or money laundering risk, we may refuse to provide the services or financing you have requested, or to employ you, or we may stop providing existing services to you.
9. A record of any fraud or money laundering risk will be retained by the fraud prevention agencies, and may result in others refusing to provide services, financing or employment to you. If you have any questions about this, please contact us on the details on page 15.

Data Transfers

10. Whenever fraud prevention agencies transfer your personal data outside of the European

Economic Area, they impose contractual obligations on the recipients of that data to protect your personal data to the standard required in the European Economic Area. They may also require the recipient to subscribe to 'international frameworks' intended to enable secure data sharing.

Your Rights

1. Your personal data is protected by legal rights, which include your rights to object to our processing of your personal data; request that your personal data is erased or corrected; request access to your personal data.
2. For more information or to exercise your data protection rights, please contact us using the contact details on page 15.
3. You also have a right to complain to the Information Commissioner's Office which regulates the processing of personal data.

Our Vision

“We want to see a world where everyone is financially included, with access to responsible credit, a safe method of saving, with financial skills to manage their money wisely, and achieve long term wellbeing by enabling a regular savings habit, improving access to responsible credit, and providing financial education and money management tools.”



Fair Treatment

You can be confident that when dealing with us, your fair treatment is central to our culture.



Good Value

Our priority is to provide you with good value products and services.



Meeting Your Needs

The products and services we offer are designed to meet your needs.



Keeping Quality High

We will treat you fairly and deliver high quality products and services throughout your relationship with us.



Fully Informed

We will provide you with clear information and will keep you informed throughout your dealings with us.



Easy To Understand

You can expect that the services we provide will be as described within our policies and literature.