



# Welcome Book

Make the most of your Commsave account

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

Welcome. We're so happy to have you as a member. Our aim is to provide excellent service for you in a friendly, ethical, and professional way. Our core objective is 'people helping people'.

Founded in 1991 to serve postal workers in Northampton, we are now open to employees from various companies including Royal Mail, Travis Perkins, DWP and anyone living or working in the NN postcode area.

Here are a few of our key benefits:

## Bereavement Fund

At Commsave, your savings and loans are protected by our Bereavement Fund at no extra cost. Ensuring peace of mind without the added expenses.

Head to page 12 to find out more.

## Friends of Commsave Lottery

All members are eligible to take part in our monthly Friends of Commsave Credit Union Lottery.

Head to page 10 to find out more.

## Community Fund

Our Community Fund is designed to support charities and causes that matter most to our members.

Head to page 10 to find out more.

## Commsave Educates

We have a financial education app to support you in your journey to financial wellness.

Head to page 11 to find out more.

## You have a say

As a member owned co-operative, your opinion matters. Members are invited to our Annual General Meeting where you can have your say in how we run as a credit union.

## 24/7 account access

With our banking app, you have access to your account 24/7.

Head to page 4 to find out more.

# Choosing how to manage your account

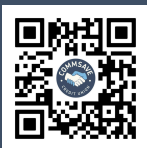
## Registering for an online account

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

### How to register your account online:

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. Open the app and click 'sign up for an online account'.
5. Fill in the form (the information will need to match the details on your account).

**You will then receive an email to create a password. Once this is done, you have successfully created your online account.**



**Download our app**

## Using the app or website

Our app and web portal make managing your account easy while you're on the go.

Once you've registered your account, you can log into the app or website portal using these details.

Your online account allows you to:

- Withdraw money
- Deposit money into your account
- Transfer money between your pots
- Apply for a loan
- Open additional savings accounts
- Update your personal information
- Request a statement
- Send us a secure message
- Provide us with feedback

## Contacting us over the phone

Our team of friendly and professional call handlers are always happy to help.

If you need help figuring out how to use your online account, or would simply prefer to talk to us, you can do so by ringing 0303 0402 660.

**When calling us, you will be required to go through security. This includes providing us with your telephone password. Follow these steps to get one set up or fill in the form in this pack:**

1. Log in to your account.
2. Select the 'loans and services' heading if you're using the website, or the menu icon if you're using the app.
3. Scroll down to find the 'account security' heading and select the 'telephone password' option.
4. Enter a word or number you would like to use as your password. This has to be a minimum of six characters.
5. Enter a reminder question to help you remember the word or number you have chosen.
6. Click 'submit'

## Keeping in touch

**Visit our website**  
[commsave.co.uk](https://commsave.co.uk)

**Drop us an email**  
[hello@commsave.co.uk](mailto:hello@commsave.co.uk)

**Give us a call**  
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

**Connect with us on social media**  
Facebook - @commsavers  
Instagram - @commsavecu  
LinkedIn - @commsavecreditunion

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

## Children's Savings

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

## Christmas Savings

Getting Christmas costs wrapped up can leave you free from worry and able to enjoy the festivities. You can make withdrawals from the 1st November until Christmas each year.

## PrizeSaver

Every pound you save, up to £200, earns an entry into a monthly prize draw with a top prize of £5,000, 10 bonus prizes of £50, and 10 of £20.

## 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.

## Online Goal

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

## Fixed Rate ISA

Our 2-Year Fixed Rate ISA offers you a guaranteed 3.5% - ensuring stable growth on your savings over a set period.

## Child Benefit

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.

T&Cs apply.

# How to save with us

There are a few ways you can save with us. When signing up for your account you would have either filled in a payroll savings form, or a direct debit form.

## **Saving through payroll deduction**

Commsave offers the facility to save directly through your payroll, through a regular deduction that is sent automatically to your savings account. This is available to those people who work for a partner company.

## **Saving through direct debit**

If your employer isn't partnered with Commsave, you will have been asked to fill in a direct debit form when applying for membership.

You can change your direct debit at any time. Simply send us a secure message in the app, or give us a call.

## **Your savings are safe with us**

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, read the FSCS booklet included in this pack, or go to [fscs.org.uk](http://fscs.org.uk).

## **Other ways you can save**

You also have the option to make one off payments into your Commsave account. If you have a little extra money at the end of the month, or just want to move a lump sum into the account you can:

### **1. Make a one-off bank transfer**

You can request our bank details by sending us an email or giving us a call. Using these details, you can set 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.

### **2. Send us a cheque**

Send us a cheque made payable to 'Commsave Credit Union' and add your membership number on the back of the cheque so we know which account to allocate the payment to.

# Borrowing from us

Fair, affordable loans for almost any purpose, starting from just £100. Enjoy competitive rates, no early repayment fees, and pay interest only on the reducing balance. We see more than just your credit score.

## Homeowner Loan

If you own your own home, you can borrow from £6,000 to £25,000 at just 9.4% APR, repayable over a maximum of seven years.

Example: £6,000 over 24 months = £274.11 per month. Representative APR 9.4%. Total interest £578.60, total amount repayable £6,578.60.

## 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 26.8% APR.

Example: £500 over 12 months = £47.20 per month. Representative APR 26.8%. Total interest £67.36, total amount repayable £567.36.

## 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, repayable over a maximum of seven years, with interest charged at 13.8% APR if you are repaying by payroll deduction, or 19.6% APR if you are using a different payment method.

Example: £2,000 over 12 months = £183.36 per month. Representative APR 19.6%. Total interest £200.32, total amount repayable £2,200.32.

## Orbital Revolving Credit

Arrange an agreed credit limit from £500 to £3,000. The balance sits beside your savings, available to withdraw – similar to an overdraft – without the expensive fees. You will pay 19.6% APR.

Example: A limit of £500 over 24 months = £25 per month. Representative APR 19.6%. Total interest £98, total amount repayable £598.

## Personal Loan

Personal Loans are available for up to five times the amount you have in your savings, to a maximum of £25,000, repayable over seven years. You will pay 12.7% APR.

Example: £1,000 over 12 months = £88.55 per month. Representative APR 12.7%. Total interest £66.19, total amount repayable £1,066.19.

## Green Loan

Our Green loans are designed to help you save money while doing your bit to save the planet. For projects costing £5,000 to £25,000, repayable over a maximum of seven years, loans start at 9.4% APR, dropping to 8% APR upon proof of completed work (e.g. invoice or EPC). For projects under £5,000, loans are 26.8% APR, reduced to 25% APR after proof is provided.

Example: £2,000 over 12 months = £189.12 per month. Representative APR 26.8%. Total interest £269.43, total amount repayable £2,269.43.



# Applying for a loan

## When can I apply for a loan?

You can apply for a loan as soon as you receive your membership number. You can check which loans you are eligible for through your 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. Then you can fill in the application form.

Alternatively, you can fill in the application form over the phone 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 the loan sooner than this, but it can depend on the volume of loans the team has, and whether you’ve had a loan with us before.

Make sure to keep an eye on your emails. The team may request further information from you, and the quicker you provide us with this, the quicker the team can make a decision.

## How will I know if my application has been accepted?

If your application is approved, you will receive a text from the team. You will then receive an email from us via Signable with a link to follow to sign your loan agreement online. Please ensure you read over the agreement fully before signing the form and submitting it back to us.

Once we receive the signed form, the money will be deposited into the chosen account.

If we are not able to approve your application, we will send you an email or letter with the reasons why we’re not able to help on this occasion.

# 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.

## How it works

There is a top prize of £750 and 29 prizes of £100. With two megadraws happening in summer and at Christmas where the prizes are bigger.

Tickets cost £1 and you can have a maximum of two tickets each month.

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

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

## What do we do with the money?

50% of the total money raised is dedicated to prizes.

25% is used towards furthering the development of Commsave through education, training, and promoting awareness.

The remaining 25% is used to support our Community Fund. The Fund exists to help support the causes that matter to you.

## Joining the lottery

1. Log in to your online account via the app or website portal.
2. Navigate to the 'loans and services' tab if you're using the portal or 'update personal information' if you're using the app.
3. Select 'Change lottery subscriptions' and fill in the form.
4. Click submit

Alternatively, you can call us and one of our friendly team can assist you.

## Making an application to the Community Fund

If you know of a cause, fundraiser, or charity that is making a difference in the community, scan the QR code to fill in the form.

The committee meet bi-monthly, and will provide you with an update regardless of the outcome. However, we endeavour to support the causes close to your heart, wherever we can.



# Commsave Educates

We're committed to helping you make the best use of your money, so we've partnered with a mobile app called Doshi to create 'Commsave Educates'. The goal is to help you take control of your finances while building up your rainy day fund with us.

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

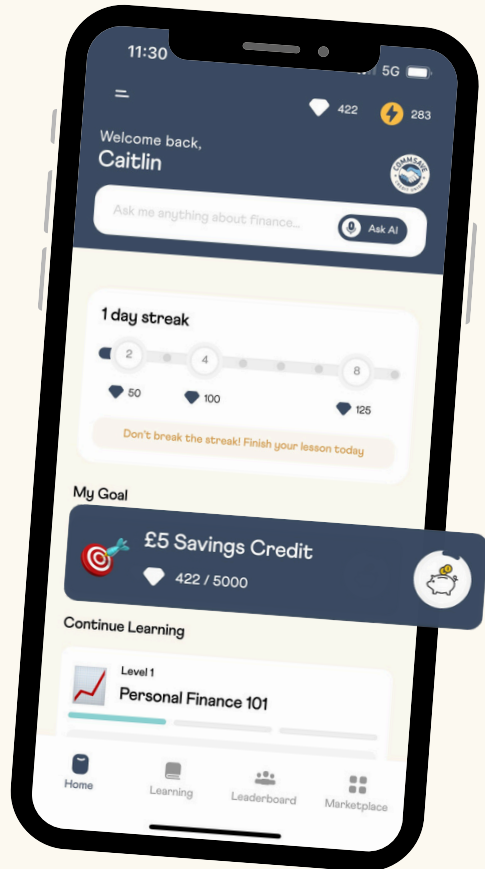
As you progress and earn points, you will earn money that gets deposited straight into your Commsave account.

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



Your  
Financial  
Wellbeing  
friend, available  
24/7



# Bereavement Fund – Helping your loved ones

## Commsave Bereavement Fund

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 loans with us
- 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.

## 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(s), and any remaining funds will be included as part of your estate.

## Setting your beneficiary up

The funds will be paid to your nominated beneficiary(s).

You are able to nominate up to five beneficiaries to receive your savings in the event of your death.

To set this up, follow these steps:

1. Log into your online account via the app or website portal.
2. On the app click the menu icon in the top left corner, and online, select 'loans and services'.
3. Scroll down to 'update your account information'.
4. Scroll down to 'beneficiary' box and tick the box underneath the information.
5. Follow the instructions on the following page.
6. Select 'submit'.

# Providing us with feedback

## Leave us a review

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 us, we would love to hear from you.

You can leave us a review on Trustpilot. We read all the comments left for us and provide an individual response to each review. Scan the QR code below.



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 the website, or the menu icon if you're using the app. Under the 'contact us' heading, complete the 'send us feedback/suggestions' form.

## 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.

If you would like to make a complaint, call us and we will try to resolve your complaint over the phone. You also have the option of emailing us.

Please provide us with as much information as you can so that we can resolve your issues 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 working days. However if we are unable to do so we shall contact you with any updates and the expected outcome.

You will receive a final response within eight weeks. Should you remain unhappy with our final response, or if you haven't received a response within eight weeks, then you can contact the Financial Ombudsman Service by calling 0800 023 4567 or scanning the QR code.



# 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 five.

### **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 five.

### **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 five.
3. You also have a right to complain to the Information Commissioner's Office which regulates the processing of personal data.

# Our promise to you

We want to be recognised as a trusted and sustainable credit union, known for our strong collaborative values, ethical practices, and exceptional member service.



## 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.