

## Frequently asked questions .....

### **Who owns Advance Credit Union?**

Advance Credit Union is not owned by an individual or company. All the Members of the Credit Union are owners of the Credit Union.

### **Who runs the Credit Union?**

All Credit Unions are registered in accordance with the Credit Unions Act 1979. The members elect a volunteer board of directors at the Annual General Meeting. They are responsible for the management, policies and procedures including decisions on loans and credit control. A qualified auditor prepares the Annual Audit Report that is submitted to the members at their Annual General Meeting.

### **Why do I have to pay an annual membership fee and what do I get for it?**

Credit Unions exist for the benefit of their members; therefore each individual saver has to become a member and we have to charge

an annual membership fee. This is passed to the Association of British Credit Unions. We aim to keep the membership fee as low as possible. In return, Advance Credit Union offers free life insurance on savings and loan repayments (in most cases).

### **Is my money safe?**

Advance Credit Union is Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. We are also members of the Financial Services Compensation Scheme (FSCS), so member's savings are always protected, exactly the same way as they would be in a bank or building society.

### **When can I have my first loan?**

Our cheapest loans are for members who have saved on a regular basis for a minimum of 13 weeks. New or non-members can borrow subject to affordability. You must be aged 18 or over to borrow.

For more information on any aspect of the credit union or if you would like an accessible version of this leaflet please contact us or visit our website details below:

PRODUCED BY:

Advance Credit Union  
200 Sutton New Road, Erdington  
Birmingham B23 6QU



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The  
**benefits**  
of belonging

## What is a credit union?

Credit Unions are financial co-operatives formed by people with a common interest who join together to save money and then loan it out to each other at a small cost. We are democratic; the Credit Union is run by the people who use it. We are ethical; we only loan money within our community, and at low rates of interest subject to affordability. Advance Credit Union is for anyone who lives or works within North Birmingham and Solihull Borough.

### Save

Credit Unions offer a convenient and safe way to put some money away for the future and to escape the trap of high cost loans.

SAVE EACH WEEK	AFTER 6 MONTHS	AFTER 1 YEAR	AFTER 3 YEARS	AFTER 5 YEARS
£2	£52	£104	£312	£520
£5	£130	£260	£780	£1300
£10	£260	£520	£1560	£2600
£20	£520	£1040	£3120	£5200

Just a small amount every week will build up a financial 'buffer' to smooth out life's ups and downs. Look how quickly your savings can grow.

### Borrow

As a regular saver you have access to Credit Union low cost loans.

- Interest rates range from 9% to 42.6% APR.
- Borrow from £300 to £8,000, from 26 weeks up to 3 years.
- No fees or hidden charges
- Interest charged on the reducing balance

#### COMPARE THE COST OF BORROWING £400:

LENDER	PAY WEEKLY	WEEKS	TOTAL PAYABLE	APR (rep)
<b>Credit Union</b>	<b>£10.65</b>	<b>40</b>	<b>£425.72</b>	<b>16%</b>
Provident	£17.50	52	£910.00	272%
Brighthouse	£6.00	158	£936.00	64.7%
Wonga	£108.67	5	£543.00	5858%

### Services

- Internet Banking
- Payroll Saving
- Christmas Saving Club
- Special Event Saving
- Junior Saver
- Bill Payments
- Prepaid Card
- Landlord Account - Security for tenants, peace of mind for landlords
- Free life and loan insurance

## Where can I join?

- join online at [www.advancecu.org.uk](http://www.advancecu.org.uk)
- Head office in Erdington
- local Collection Points

Head Office is open Monday, Tuesday, Thursday and Friday 9.30am-4.00pm and on Wednesdays and Saturdays from 9.30am -12.00pm and is situated at:

**200 Sutton New Road , Erdington , Birmingham B23 6QU**

We operate a network of Collection Points, in **Kingstanding, Sutton Coldfield, Solihull, Chelmsley Wood, Kingshurst, Shirley** and more. We offer access to the credit union services for almost 200 hours a week including two evenings and Saturday mornings. Visit our website [www.advancecu.org.uk](http://www.advancecu.org.uk) for addresses and opening times.

## How do I join?

When you join you need to:

- Complete the application form at [www.advancecu.org.uk](http://www.advancecu.org.uk) or
- Complete a paper application form
- Provide two forms of ID (preferably with photograph) and with at least one showing your current address
- Pay a joining fee of £2.00
- Make a payment to open your account (minimum £5.00)

## Once you are a member of the credit union, you can pay in by:

- Payroll Deduction (ask your employer to arrange this)
- Standing Order
- at our Head Office
- at Collection Points
- Benefits paid in (e.g. child benefit)
- Debit card by phone
- Barclays Pingit and Paym (coming soon)

## Manage your account online

When you register for internet banking you can check your savings and loan balance anytime, apply for a loan, request withdrawals, change your details.