



CORE | CREDIT | UNION
— STRONGER TOGETHER —

Membership Pack



Savings/Stamps



Personal Loans



Car Loans



Home Loans



Budget
Accounts



Insurance



Online Accounts

FX

Foreign
Exchange

www.corecu.ie

Save regularly | Borrow wisely | Repay promptly

Welcome

Welcome to Core Credit Union Membership Pack.

01

The purpose of this pack is to provide you with information about Core Credit Union and our products and services, along with information about the wider Credit Union movement and its invaluable place in our community.

When you join Core Credit Union you become a Member not a Customer. This is an extremely important difference.

Membership brings with it rights as well as responsibilities. The money you save is held as shares and it is this pooling of shares that creates the loan fund from which you and other Members can borrow. When borrowing, it is important that you borrow wisely ensuring that you protect your shares and the shares of your friends, family and neighbours.

Democratic Control is one of the cornerstones of the Credit Union movement and a key reason why Credit Unions are hugely successful in Ireland. Whether you have €100 in shares or €50,000 in shares all Members receive one vote each. The Annual General Meeting is where you can make this vote count. The voluntary Board of Directors are elected by Members at the Annual General Meeting to represent the views of all Members, ensuring that services continue to put Members at the centre of the Credit Union.

Credit Unions are a 'Not for Profit' organisation. We are a financial co-operative of people who hold a common bond coming together to help each other. Any surplus made after we have set aside a prudent amount for our capital reserves is paid back to our Members by way of a dividend and/or interest rebate or used to improve services for Members.

We hope that you join the Credit Union family by becoming an active member of Core Credit Union.

Board of Directors



€59 million available to lend



€115m IN ASSETS

€35m IN LOANS

39 LOCAL EMPLOYEES

50 YEARS SERVING THE COMMUNITY

Your money stays in the community

Core Credit Union Common Bond

To join Core Credit Union you must hold our common bond. This means you or a member of your family¹, must live or work in the area outlined on the map.

Credit Unions operate on the co-operative principal of communities, linked by a common bond, working together to help each other. For some Credit Unions the common bond is defined by their occupation or their employer, for Core Credit Union the common bond is defined as living or working in the area around the Core Credit Union offices.



Benefits of joining Core Credit Union

- You have control over your finances.
- Wide range of financial services.
- Access to loans at fair and reasonable rates.
- Access to savings on demand.
- Return on your savings through a yearly dividend, if declared.
- Security of savings through the Deposit Guarantee Scheme.
- Loan Protection and Life Savings Insurance at no direct cost.
- Death Benefit Insurance at no direct cost.
- Equal rights to vote and participate in decisions affecting the Credit Union.
- Opportunity to volunteer and sit on the Board of Directors and Local Members Forums.
- Supporting the local community through sponsorship and activities.
- It's the money that Members save that provides the money to lend to other Members.
- Core Credit Union encourages you to manage your money carefully by structuring loans around your needs and your ability to repay.
- Core Credit Union is here to help you, the Member, not to make profit for someone else.

¹ Definition of Family is contained in the policies of Core Credit Union Ltd. In summary a family member must live in the same household. Please enquire for further information.

www.corecu.ie

Joining Core Credit Union

If you hold the common bond and would like to join Core Credit Union please complete the application form opposite and hand in to a member of staff along with the following documents.

Checklist for Membership



- Official photographic ID (Passport/Driving Licence)



- Recent proof of Address (dated within the last 3 months, eg utility bill)



- PPS Number (on official document, eg P60, wage slip, medical card)



- €11 to activate the account

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Checklist for Child Membership



- Child's Passport or Birth Certificate



- Recent proof of the Child's Address in parents name (dated within the last 3 months, eg utility bill)



- Child's PPS Number (on official document, eg Medical Card, European Health Insurance Card or a letter from Social Welfare)



- €1 to activate the account

If you would like help completing the application form, please bring it with you to any one of our offices and a member of staff will be able to help you.

More detailed information about different types of accounts are outlined below:

Single Account:

This is the typical membership account held by the majority of our Members and your Savings are held in a Share account. Each account has an IBAN allowing electronic payments directly into the account. Members can also avail of Stamp accounts and Budget accounts, with new services being added. Detailed information leaflets on all our products and services are available in our offices, or ask a member of staff for details.

Joint Account:

Joint accounts have all the benefits of a Single account, with the addition of another account holder. Examples of Joint accounts are parent and child, spouses or siblings. If you would like to open a Joint account, please ask a member of staff for details.

Minor (Junior) Account:

Minor accounts are similar to Single accounts but they don't have a vote. Minors are defined as under 16 years of age at the time the account is opened. A Minor account can be opened by the Minor, the Minors parent / legal guardian or any other person deemed appropriate by the Board of Core Credit Union Ltd., but the Minor must hold the common bond.

An appropriate person is defined as a Godparent or any other member of the Minors family*

If the person opening the account is not the Minor or the parent / legal guardian of the Minor, then they will not be able to operate the account and should nominate a parent / legal guardian who can operate the account.

Group Account:

If you are part of a club, society or group, and the majority of your Members hold the Core Credit Union common bond, then your group is welcome to open a Core Credit Union Group account.

Core Credit Union will need to verify the name, legal status, place of residence, beneficial owners and purpose of the group, along with the identities of at least two elected signatories for the Group account.

For details of the paperwork required and for more information on Group accounts and their terms and conditions, please ask a member of staff.

All Membership is subject to approval by the Membership committee.

* Definition of Family is contained in the policies of Core Credit Union Ltd.

MEMBERSHIP APPLICATION FORM



CORE CREDIT UNION
- STRONGER TOGETHER -

Personal Details:

Membership Number:

Title:

First Name:

Surname:

Date of Birth:

Sex: Male

Female

Nationality:

Home Telephone:

P.P.S. Number:

Mobile Telephone:

E-mail Address:

Employment Status:

Working

Unemployed

Retired

Student

Homemaker

Occupation:

Full Time

Part Time

Annual Income: Less than €25,000

€25,000 - 35,000

€35,000 - 50,000

€50,000+

(Required for Anti-Money Laundering legislation)

Home Address:

Previous address if less than 5 years at above address:

Accommodation Status:

Owner

Rented Tenant

With Family

Council Tenant

Other

Purpose of the Account

I confirm that the account is for my own personal use and benefit

Yes

No

If "No" please specify the beneficial owner of the account

Where did you hear about Core Credit Union Ltd?:

Family/Friends

Core Credit Union Leaflets

Press Advertising

Other

DECLARATION Are you a politically exposed person?:

Yes

No

Applicant's Signature

Date:

A politically exposed person is an individual, or an immediate family member of an individual, who resides outside the Republic of Ireland and has held a prominent public function at any time in the preceding 12 months. Please note that it is your responsibility to let us know if your current position regarding this changes during your membership with Core Credit Union Ltd.

I hereby apply for membership of and agree to abide by the rules of the above Credit Union, and declare that I am not or have not been a member of any Credit Union other than those listed as follows:

Credit Union Ltd.

Credit Union Ltd.

The information given by me on this form is true and correct to the best of my knowledge and belief. I understand that any false or misleading information given by me in connection with my application for membership with the Credit Union may result in termination of my membership, apart from any other legal sanction that may apply.

Applicants Signature

Date

PTO 

In the event that the application for membership is in respect of a person who is unable to give receipts:

I/we hereby apply for membership in the name of the said

and I/we acknowledge that all shares / deposits arising from this membership now and hereafter shall be his / her sole property and all withdrawals shall be applied to his/her sole benefit.

Parents / Guardian Signature

Date:

Consent to use and disclosure / Data Protection Acts, 1988 and 2003 and Section 71 of the Credit Union Act, 1997

I understand that under the Data Protection Acts, 1988 and 2003 (the "DPA"), my consent may be required for the Credit Union to process personal data that it may have in its possession concerning me (including disclosure to third parties). I note that this personal data may include sensitive personal data, such as data about my health, within the meaning of the DPA, the processing of which requires my explicit consent.

I also understand that under Section 71 of the Credit Union Act, 1997, the Credit Union, subject to exceptions listed in the Section, shall not disclose or permit to be disclosed, without my consent, any information that concerns an account or transaction of mine with the Credit Union.

GIVING YOUR CONSENT

For the purpose of assessing my application for membership, assessing any loan application which I may make to you and generally for administering and monitoring any accounts I have with the Credit Union.

I consent:

1. to you seeking information concerning applications for loans and my credit history from the date of my original consent from any other Credit Union and for that purpose you may disclose any relevant information in any loan application to any such Credit Union;
2. to any other Credit Union disclosing information to this Credit Union concerning applications for loans and my credit history from the date of my original consent with any such other Credit Union;
3. to you disclosing any information in any application or in respect of any account or transaction of mine with the Credit Union from the date of my original consent to authorised officers or employees of the Irish League of Credit Unions for the purpose of fulfilling requirements under the Savings Protection Scheme if such a scheme is operated on behalf of the Credit Union by the Irish League of Credit Unions; and
4. to the processing of any information relating to me, either contained in this form or any other form or application, for the purpose of assessing applications and administering any accounts I maintain with the Credit Union.

CORRESPONDENCE

For convenience, it may be necessary for the Credit Union to contact you via email or text message. Please note the Credit Union maintains the right to contact you by such means as best available to it in relation to a non-performing loan or outstanding debt to the Credit Union.

MARKETING

From time to time, the Credit Union, or third parties selected by the Credit Union, may use your details to inform you of goods and / or services which may be of interest to you.

The use of your details for marketing purposes will depend on the preferences that you express:

OTP-IN (Marketing by email, text message and fax)

I consent to the Credit Union, or third parties selected by the Credit Union, informing me of goods or services that may be of interest to me by email, text message or fax.

OPT-OUT (other forms of marketing)

Please tick the box opposite if you **do not want** the Credit Union, or third parties selected by the Credit Union, to inform you by phone or letter of goods or services that may be of interest to you.

Please note that you have the right to access personal data held about you by the Credit Union and to correct any inaccuracies in such data.

Applicant's Signature:

Date:

Print name:

Witness by:

Print name:

OFFICIAL USE ONLY

EVIDENCE OF IDENTIFICATION: (please tick)

- | | |
|-------------------------------|--------------------------|
| Current Valid Passport | <input type="checkbox"/> |
| Current Valid Drivers Licence | <input type="checkbox"/> |
| Current Valid ID Card (photo) | <input type="checkbox"/> |
| Other (please specify) | <input type="checkbox"/> |

EVIDENCE OF ADDRESS VERIFICATION:

- | | |
|--------------------------------|--------------------------|
| Original Recent Household Bill | <input type="checkbox"/> |
| Original Bank Statement | <input type="checkbox"/> |
| Revenue Document | <input type="checkbox"/> |
| Other (please specify) | <input type="checkbox"/> |

EVIDENCE OF PPSN:

- | | |
|--------------------------------------|--------------------------|
| Department of Social Protection Card | <input type="checkbox"/> |
| Payslip | <input type="checkbox"/> |
| Revenue Document | <input type="checkbox"/> |
| Other (please specify) | <input type="checkbox"/> |

Application approved and details verified in accordance with the standard rules by:

Signed _____ (Membership Committee) Date _____

Deposit Guarantee Scheme: Depositor Information Sheet

Basic information about the protection of your eligible deposits

Eligible deposits in Core Credit Union Ltd are protected by:	the Deposit Guarantee Scheme (“DGS”) ⁽¹⁾
Limit of protection:	€100,000 per depositor per credit institution ⁽²⁾
If you have more eligible deposits at the same credit institution:	All your eligible deposits at the same credit institution are ‘aggregated’ and the total is subject to the limit of €100,000 ⁽²⁾
If you have a joint account with other person(s):	The limit of €100,000 applies to each depositor separately ⁽³⁾
Reimbursement period in case of credit institution’s failure:	20 working days ⁽⁴⁾
Currency of reimbursement:	Euro or, for branches of Irish banks operating in another member state of the EEA, the currency of that member state.
To contact Core Credit Union Ltd for enquiries relating to your account:	Core Credit Union Ltd 33/34 Church Road Ballybrack Co. Dublin 01 - 2725615
To contact the DGS for further information on compensation:	Deposit Guarantee Scheme Central Bank of Ireland PO BOX 11517 Spencer Dock, North Wall Quay Dublin 1 Tel: 1890-777777 Email: info@depositguarantee.ie
More information:	www.depositguarantee.ie
Acknowledgement of receipt by the depositor:	<hr/>

* (1), (2), (3), (4) For additional information go to page 24

Savings



A primary objective of Core Credit Union is the promotion of thrift. Thrift is the wise management of whatever resources you might have, whatever the circumstances, at any given time. For example thrift is:

- Regularly saving.
- Intelligent buying, to get the most from your money.

- Budgeting to manage your income.
- Saving a little as you repay a loan.
- Borrowing wisely, for a productive purpose.
- Repaying a loan back promptly.

Credit Unions encourage Members to save regularly, borrow wisely and repay promptly.

At Core Credit Union we have two types of savings accounts; a Share Account and a Stamp Account

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Share Account



When you become a Member of Core Credit Union, the first account you open is a Share account. Every €1 you save is equal to one share in Core Credit Union.

This means you are a part owner of Core Credit Union with equal rights to vote and participate in decisions affecting Core Credit Union.

- Share accounts benefit from:
 - Access to loans which are tailored to meet your needs, and structured around your ability to repay
 - Access to savings on demand if they are not pledged against a loan
 - Dividends if declared
 - Life Savings Insurance & Death Benefit Insurance
 - Loan Protection Insurance
 - Deposit guarantee scheme
 - Online accounts
 - Smartphone App
 - Direct Debit payments
 - Credit transfers

Stamp Account



A Stamp account helps you save for short term expenses like Christmas, Birthdays or Holy Communion, without affecting your Share account and any loan associated with it. A Stamp account does not receive Life Savings Insurance or Death Benefit Insurance, and cannot be used as security for a loan.

You can save into a Stamp account in the same way as a Share account and at the same time.

- Stamp accounts benefit from:
 - Access to savings on demand
 - Deposit guarantee scheme
 - Online accounts
 - Smartphone App
 - Direct Debit payments
 - Credit transfers

In a recent survey carried out by Core Credit Union, our Members had the following to say about saving with us...

“Safe and easy way to save”

“It’s a good way to save and to get a loan that you can afford to pay back”

“Friendly staff, warm & welcoming environment, it’s great for saving”

For more information go to www.corecu.ie or ask a member of staff

Loans



Core Credit Union offers Members the chance to have control over their finances by making their own credit history and savings work for them.

Once you have a credit history that can be verified, or you are an established active Member, then your loan application will be assessed on your credit worthiness and ability to repay.

Core Credit Union can verify your credit history by checking your details on the Irish Credit Bureau and looking at your savings and repayment history with the Credit Union.

09 If a credit history cannot be established then the following will apply:

- You must have a regular savings pattern for at least 8 weeks
- The maximum loan considered will be €2,000 above the value of your shares
- Larger amounts can be considered where there is a suitable guarantor.

You can apply for a second loan once the first loan has been repaid in full, and all loans after that will be considered based on your ability to repay and your credit worthiness.

You can apply for a loan in person or online at www.corecu.ie

To fully process the loan we will need the following:



- Passport or driving licence



- A current utility bill, bank or credit card statement



- 3 most recent payslips or Social Welfare receipts



- 3 months current bank statements



- If you are Self employed we will need a copy of accounts and notice of assessment



- If your partners income is being used, all of the above details are required for your partner also



Checklist

In a recent survey carried out by Core Credit Union, our Members had the following to say about our loans...

“Safe , friendly, efficient, less hassle, way to save and borrow”

“I feel the flexibility of repayments is very important. I can increase repayments if circumstances allow.”

“It’s a brilliant way to save and a very safe way to get a loan for something you may not have the money for all at once!”

Benefits of a Core Credit Union Loan

- There are no admin charges, hidden fees or transaction charges.
- Repayments terms can be designed around your needs.
- You can pay off your loan early, make additional lump sum repayments or increase your regular repayments, without a penalty.
- Interest is calculated on your reducing balance, so you pay less interest with each repayment.
- Credit Union interest rates are fair and reasonable and capped by law.
- Your Core Credit Union loan is insured in the event of your death or total and permanent disability, subject to terms and conditions.

Terms and Conditions apply. Loans are subject to approval.

Core Credit Union Ltd. is regulated by the Central Bank of Ireland. Reg No. 225 CU

Loans Available



From €50 - €200,000

To work out
loan repayments
for the amount you
would like to borrow
visit www.corecu.ie



CORE | CREDIT | UNION
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Apply today

www.corecu.ie

Save regularly | Borrow wisely | Repay promptly

Terms and Conditions apply. Loans are subject to approval.
Core Credit Union Ltd. is regulated by the Central Bank of Ireland. Reg. No. 225CU. E&OE.

Budget Accounts



Spread the cost of your predictable annual expenses over 12 months.

How does a Core Credit Union Budget Account work?

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Core Credit Union help you to calculate your annual outgoings for as many or as few bills as you want, for example, energy bills, phone bills, car tax, car insurance, mortgage, water charges etc.

We calculate the monthly, fortnightly or weekly amount you need to pay into your Budget account to cover these bills including a contingency of 10% to protect you against under budgeting. Any surplus at the end of the year can be transferred to shares, refunded or included in next years' budget.

Core Credit Union will then pay the agreed bills when they fall due, by direct debit or by issuing you with a cheque to the supplier, and you don't need to worry about them.

How much does it cost?

The current service charge is €35.00 per year. Interest on credit facility is 12% per year (12.68%APR.) on overdrawn accounts.

Terms and Conditions apply. Budget accounts are subject to approval.

Electronic Services

Electronic Services available at Core Credit Union:

- Online Accounts

Register on www.corecu.ie for fast and secure access to your Core Credit Union account online. You can now make payments directly into your Core Credit Union account online using your debit card.



- Smartphone App.

Once you are registered on www.corecu.ie you can also use your log-in details to securely access your account via cuAnywhere our smartphone app.



- Direct Debit Payments

- Phone Payment

- Bill Pay

- Credit Transfers



For more information go to www.corecu.ie or ask a member of staff

Member Insurances

Core Credit Union offers all eligible Members Life Savings Insurance, Loan Protection Insurance and Death Benefit Insurance at no direct cost to them.

Life Savings Insurance



Life Savings Insurance is the life insurance cover Core Credit Union provides for its eligible Members as an additional incentive to save regularly and maintain savings with the Credit Union. You are an eligible Member if you join Core Credit Union before the age of 70 years and you are actively at work or in good health and fit to follow your normal duties. There is no direct cost to the Member.

The amount paid out in the event of a Member's death is in direct proportion to your age and how much you have saved with Core Credit Union over the years.

Subject to a maximum benefit of €12,700, every €1 you save before the age of 55 provides €1 of insurance. So, if you are 54 years of age with €3,000 saved in Core Credit Union, an insurance benefit of €3,000 will be paid out on your death, subject to the eligibility terms and conditions.

Each €1 you save with Core Credit Union provides the following insurance benefit:

Shares lodged between 6 months and 54 years old	€1 per €1 saved
Shares lodged between 55 years and 59 years old	€0.75 per €1 saved
Shares lodged between 60 years and 64 years old	€0.50 per €1 saved
Shares lodged between 65 years and 69 years old	€0.25 per €1 saved
Shares lodged after 70 years of age	Nil

Once earned, your insurance remains in place as long as you leave your savings in Core Credit Union. If you withdraw your savings, you will lose any insurance attached to those savings. That is why it makes sense to take out a loan instead of withdrawing your savings, especially as you get older.

Loan Protection Insurance



Loan Protection Insurance is the insurance Core Credit Union provides its eligible Members with loans.

This means that if an eligible Member dies or suffers a total and permanent disability, their loan is paid in full, subject to terms and conditions.

You are an eligible Member if you are between 16 and 85 years and actively at work or in good health and fit to follow your normal duties.

If you are not in good health at the time of taking out a loan, you are still insured up to an amount of €8,000 in the event of your death.

There is no direct cost to the Member.

Death Benefit Insurance



In addition to Loan Protection and Life Savings Insurance, Core Credit Union also offers our Members Death Benefit Insurance cover.

This benefit is a once off payment of €1,300 towards funeral expenses. To be eligible, a Member must join the Credit Union before their 70th Birthday and have a minimum balance of €350 in their account on the date of death. This minimum balance is increasing to €500 by 31st December 2018.

This insurance is provided to eligible Members and will either be paid directly to the undertaker, or to reimburse the person who has paid the funeral bill.

Core Credit Union encourages you to manage your money carefully. We are here to help Members, not to make profit for someone else.

For more information and a full list of our insurance terms and conditions go to **www.corecu.ie** or ask a member of staff.

Terms and Conditions apply.



Which is better?

To withdraw your savings or take a loan from Core Credit Union?

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Question: In a time of need, is it better to withdraw your savings or take a loan?

Jack and Joe are two typical Members of Core Credit Union, they are under the age of 55 and have saved €1,000 since they joined. Now they both need €1,000 to tax and insure their cars...

Jack Withdrew His Savings...

Jack withdrew his savings because he didn't want to pay €57.06* in loan interest. As a result he lost the dividend his savings would have earned him of €8.52**.

€57.06 (interest saved) - €8.52 (dividend lost) = €48.54 SAVED

BUT – Jack by taking out all his savings had discouraged himself. He felt he would never reach €1,000 again so he didn't try to save anymore and lost the good habit of saving he had built up.

SUPPOSE JACK SUDDENLY DIED - He has no savings in Core Credit Union to leave his family and because of this he is not entitled to the insurance provided.

TOTAL LEFT BY JACK TO HIS FAMILY:

€0.00

Joe Took a Loan...

Joe took a loan which cost him €57.06* in loan interest.

By leaving his savings in, he earned a dividend of €8.52**.

€57.06 (interest paid) - €8.52 (dividend earned) = €48.54 PAID

AND – Joe by taking on the responsibility of paying back the loan, kept coming back to Core Credit Union. After one year he had paid back the loan and still had his €1,000 savings, along with a great saving habit.

SUPPOSE JOE SUDDENLY DIED - His debt is paid off by the Credit Union Loan Protection Insurance and his family get:

Joe's savings:	€1,000
Joe's Life Savings Insurance:	€1,000
Joe's Death Benefit Insurance:	€1,300

TOTAL LEFT BY JOE TO HIS FAMILY:

€3,300

These insurances are provided by Core Credit Union at no direct cost to our Members. For more information, turn over to the Insurance section of this booklet.

Answer: It is far better to take a loan than to withdraw your savings

You can apply for a loan at www.corecu.ie or by visiting any one of our offices.

*Figures based on a €1,000 loan, paid back weekly over 1 year. ** Figures based on 2014 dividend less affiliation fee. Dividend is subject to the Deposit Interest Retention Tax (DIRT) at the prevailing rate.

Membership Benefits



Life Savings Insurance



Loan Protection Insurance



Death Benefit Insurance

Free Insurance

Core Credit Union offers all eligible Members Life Savings Insurance, Loan Protection Insurance and Death Benefit Insurance at no direct cost to them.



CORE CREDIT UNION
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www.corecu.ie

Terms and Conditions apply. Loans are subject to approval.
Core Credit Union Ltd. is regulated by the Central Bank of Ireland. Reg. No. 225CU. E&OE.

Nominations

A nomination is a legally binding written instruction that tells Core Credit Union what to do with your account in the event of your death.

When a Member who is over 16 years of age opens a Core Credit Union account, they are entitled to nominate a person (or persons) to receive their property in the Credit Union on their death.

Property includes shares, deposits and insurance proceeds. This is of benefit if the Member dies without leaving a will, as the property left in the Credit Union will not have to pass through the sometimes timely intestacy process.

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To make a nomination, ask a member of staff for a Nomination Form or download one directly on www.corecu.ie



Summary of Nomination Rules

- The maximum amount that can pass under a nomination is €23,000. Any amount in excess of this balance becomes part of the deceased Member's estate.
- If a Member elects not to complete a nomination, the proceeds of their account become part of their estate on their death, and are dealt with under their will or under the rules of intestacy if they make no will.
- A Member can change their original nomination at any time by making a new nomination, and a nomination precedes the deceased Member's will.
- A nomination is automatically revoked when the death of the nominee occurs before the death of the Member.
- Small Payments Provision: Where no valid nomination exists and the amount in the deceased Member's account is under €15,000, the Board of Directors of the Credit Union may distribute the property to such persons as the Board deems to be entitled to it.
- A nomination made at the time a Member opens their account will be automatically revoked by a subsequent marriage. A new Nomination Form then has to be completed.
- The nominated property does not form part of a deceased Member's estate. Therefore, a payment made under a nomination does not affect a nominee's entitlements under a will.
- An officer of the Credit Union cannot be a nominee, unless the nominator is a member of their family.
- A person under 16 years of age cannot make a valid nomination. If such a Member dies, the proceeds of their account become part of their estate, or are dealt with under the small payments provision mentioned above.
- If a nominee is under 16 years of age, payment can be made to either parent or to a guardian, provided the parent or guardian undertakes to hold the property in trust for the nominee.
- Joint Accounts: By virtue of the right of survivorship on the death of one of the parties to a joint account, the account becomes the property of the remaining party or parties to the account.

For more information on Nominations and a full list of their terms and conditions go to www.corecu.ie, or ask a member of staff.

To make a nomination, ask a member of staff for a Nomination Form or download one on www.corecu.ie

Terms and Conditions apply.

What is a Credit Union?

A Credit Union is a local personal financial co-operative. A group of people, joined together by a common bond, who save together and lend to each other at fair and reasonable rates of interest. Co-operative members believe in the ethical values of honesty, openness, social responsibility, and caring for others, this is the ethos of the Credit Union movement.

The Credit Union Operating Principles are guidelines through which Credit Unions put their ethos and values into practice. These Operating Principles were adopted at the Annual General Meeting of the Irish League of Credit Unions 1984.

1. Open and voluntary membership.
2. Democratic control.
3. Limited dividend on equity capital.
4. Return on savings and deposits.
5. Return of surplus to Members.
6. Non-discrimination in race, religion and politics.
7. Service to Members.
8. On-going education.
9. Co-operation among co-operatives.
10. Social responsibility.

The Credit Union moto is:
“Not for profit, not for charity, but for service”.

Credit Unions are owned by their Members, who have equal rights to vote and participate in decisions affecting the Credit Union - one Member, one vote. At the Annual General Meeting Members elect a voluntary Board of Directors from the membership. This ensures that all decisions taken are for the benefit of all Members.

Credit Unions give Members control over their finances by making their own savings work for them. It's the money that Members save, that provides the money to lend to Members. Credit Unions aim to increase the purchasing power of their Members, by enabling them to borrow wisely within their means.

Credit Unions provide Life Savings Insurance, Loan Protection Insurance and Death Benefit Insurance at no direct cost to Members.

Income in a Credit Union is earned from loan interest, investments and interest received on bank deposits. Once the operating costs are deducted, any surplus goes towards improving services in the Credit Union, back into the Community or is returned to Members as a dividend at the end of the year.

Credit Unions exist to help their Members, not to make profit for someone else.

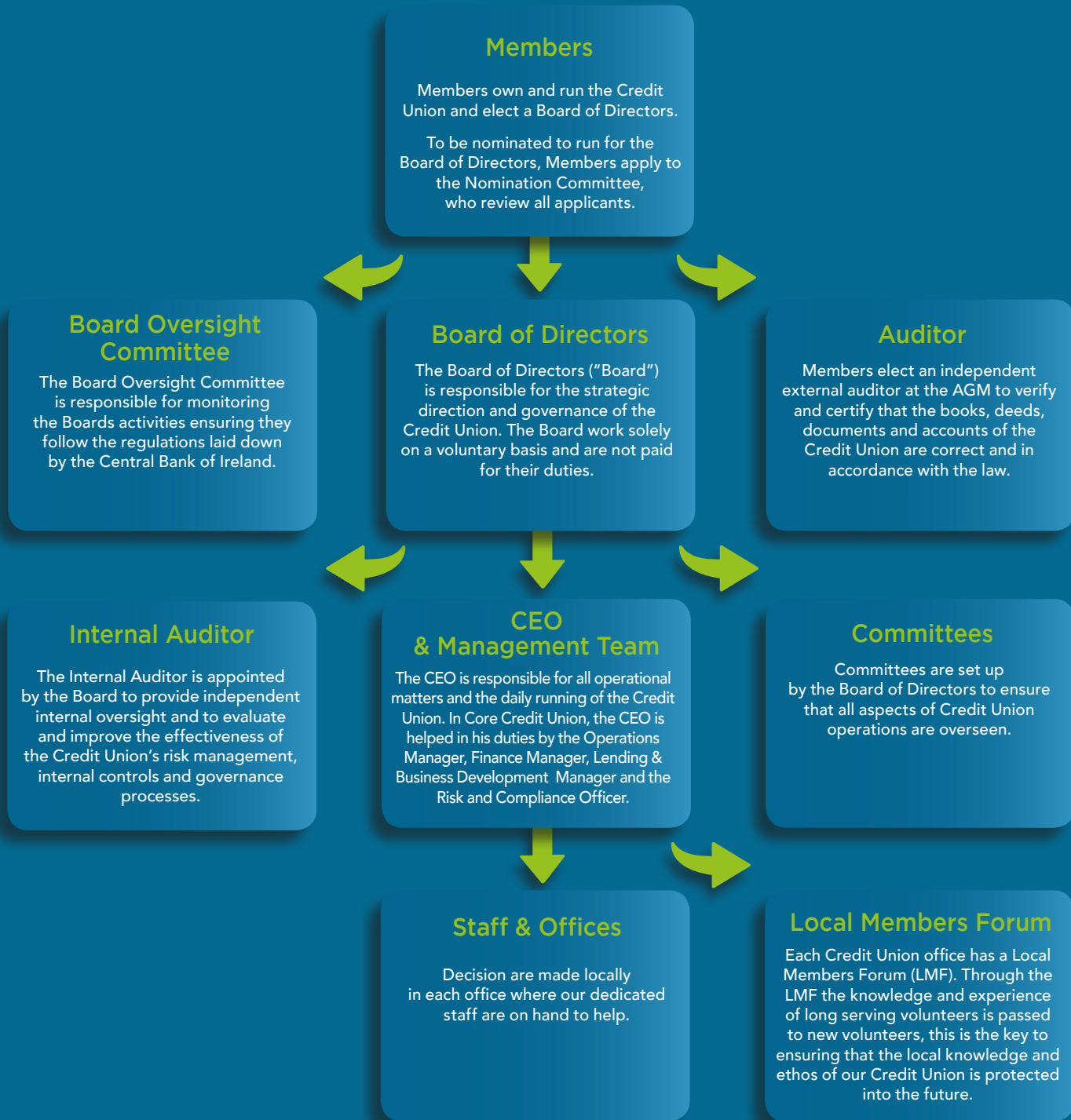
Committees:

Committees are set up by the Board to ensure that all aspects of Credit Union operations are overseen.

CREDIT	Oversee the lending function and lending performance
CREDIT CONTROL	Oversee recoveries on the loan portfolio and loan arrears performance
AUDIT, RISK & COMPLIANCE	Oversee the audit process, manage and review risk, monitor the compliance environment, responsibility for internal audit
INVESTMENT, LIQUIDITY & TREASURY	Oversee the investment portfolio, liquidity levels and maximise returns on portfolio within risk profile
REMUNERATION	Oversee remuneration and employee policies
NOMINATION	Board and senior management succession planning, fitness and probity
MEMBERSHIP	Approval of new Member applications
MARKETING	Branding and new business development
OTHER OFFICERS	Health and Safety, Money Laundering, Complaints, Training, Youth & Insurance

Who runs the Credit Union?

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History of the Credit Union Movement

1849: Two men in Germany, Schultze-Delitsch and Raiffeisen, independently evolved methods to take and keep those with low incomes out of the hands of money lenders.

1894: In Ireland, on the initiative of Sir Horace Plunkett, the first “village bank” was established in Doneraile, Co. Cork. The aim of the village bank was to reach people who had no credit with the ordinary banking institutions.

1900: In Canada, Alphonse Desjardins, started the first Credit Union on the other side of the Atlantic Ocean in Levis, Quebec.

1909: The first Credit Union in the United States was established by Desjardins, and the first Credit Union law was enacted in Massachusetts, as a result of the efforts of Desjardins and Edward Filene.

1921: The Credit Union National Extension Bureau was set up in Boston by Filene, with the assistance of Roy F. Bergengren, to spread Credit Unions throughout the United States.

1934: The organised Credit Union movement in the United States formed the Credit Union National Association (CUNA) a non-profit, self-supporting organisation of Credit Unions, to replace the Filene financed Extension Bureau.

1940: Leagues of Credit Unions in 10 Canadian provinces joined CUNA.

1950's: Nora Herlihy, a native of Co. Cork, made contact with CUNA to study the operation of Credit Unions. As a result the National Co-operative Council agreed to pursue the possibility of setting up Credit Unions in Ireland.

1958: After significant work by Nora Herlihy and the Credit Union Extension Service, the first two Credit Unions began to operate in Ireland.

1961: The Credit Union League of Ireland joined CUNA.

1966: Shankill Credit Union Ltd. opened for business and the Credit Union Act was signed into law.

1967: Sallynoggin/Glenageary Credit Union Ltd. opened for business.

1969: Dalkey Credit Union Ltd. opened for business.

1970: Glashule - Dún Laoghaire District Credit Union opened for business.

1970: Carrickbrennan Credit Union Ltd. opened for business.

1971: Shankill Credit Union Ltd.'s name changed to Shankill, Ballybrack & District Credit Union Ltd.

1980: ECCU Assurance Company Ltd. was established to provide insurance services to Irish Credit Unions.

1989: Foxrock & District Credit Union Ltd. opened for business.

1997: The Credit Union Act 1997 was signed into law.

2011: In the wake of the Banking crisis in Ireland, the Commission on Credit Unions was set up to strategically review the Credit Union sector in Ireland.

2012: The Credit Union and Co-Operation with Overseas Regulators Act 2012 signed into law and the Credit Union Restructuring Board, ReBo, was established in Ireland as the statutory body responsible for facilitating and overseeing the restructuring of Credit Unions to support their financial stability and long term sustainability.

2013: Shankill, Ballybrack & District Credit Union Ltd. joined the Single European Payments Account system (SEPA), giving Members access to full banking services.

2014: 19th October 2014, Dalkey Credit Union Ltd., Sallynoggin/Glenageary Credit Union Ltd. and Shankill, Ballybrack & District Credit Union Ltd. amalgamated together to form Core Credit Union Ltd.

2015: 22nd July 2015, Glashule - Dún Laoghaire District Credit Union Ltd. became part of Core Credit Union Ltd.

2016: 22nd April 2016, Carrickbrennan Credit Union Ltd. became part of Core Credit Union Ltd. and 6th May 2016 Foxrock & District Credit Union Ltd. merged with Core Credit Union Ltd.

Core Credit Union, how it all started...

Shankill, Ballybrack & District Credit Union Ltd.

In 1965 four local men first had the notion of forming a Credit Union in Shankill. Subsequently, Shankill Credit Union Ltd. was registered in early 1966 and opened for business in St Anne's hall on Sunday mornings. Opening hours changed to Friday nights and membership grew steadily.

In 1970 Shankill Credit Union Ltd. borrowed £1,500 from Bray Credit Union Ltd. and purchased Virginia Cottage. The following year it was decided to open a branch office in Ballybrack and our name changed to Shankill, Ballybrack & District Credit Union Ltd. We operated first from the Columban Hall, then the Workman's Club and later St. John's Girls School.

In 1986 the Credit Union purchased premises at 33 Church Road, Ballybrack. In 1989 our next step was computerisation and this has proven a great success in improving our services to Members. In 2014 Shankill, Ballybrack & District Credit Union welcomed their 10,000th Member.

Sallynoggin/Glenageary Credit Union Ltd.

Prompted by concerns raised by the local conference of the St. Vincent De Paul Society regarding money lending in the area, a group of residents organised a meeting to discuss the problem. This eventually led to the establishment of Sallynoggin/Glenageary Credit Union Ltd.

In June 1967 the Credit Union opened for business in St. Kevin's School on Friday evenings and Sunday mornings.

By 1969 over 1,000 applications for membership had been received and it was decided to purchase 8 Church Place, Sallynoggin.

To help defray costs the shop portion of the premises (O'Grady's) was converted into a dry cleaners/laundrette and

leased to Parnell Cleaners. The Credit Union operated from a small back cash office and the upstairs of the building.

Over the following years the building was renovated and expanded first in 1987 and then a major refurbishment in 2000, resulting in our present office. To date, Sallynoggin / Glenageary Credit Union Ltd. has welcomed over 11,000 Members and lent out in excess of €82m.

Dalkey Credit Union Ltd.

In 1967 a group of local people met to discuss the idea of forming a Credit Union. After numerous discussions a public meeting was held in 1968 in the Coliemore Hotel.

After much hard work Dalkey Credit Union Ltd. was formally registered with the Registrar of Friendly Societies in May 1969.

Our Lady's Hall on Castle Street was the first base of operation for Dalkey Credit Union and shortly after a move was made to 13a Castle Street. Unfortunately, soon after that a Dangerous Building notice was served requesting the Credit Union to vacate the premises and make a temporary move to a cottage beside the Ulster Bank on the main street.

After a few years renting a premises above Doyles Butchers shop, the Credit Union returned to the newly refurbished 13a Castle Street and in 1981 Dalkey Credit Union purchased the property in which it has remained since.

Since its foundation, over 7,000 people have opened accounts and over €60m has been lent to the Members of Dalkey Credit Union.

On the 19th September 2014, after nearly 50 years, Shankill, Ballybrack & District Credit Union Ltd., Sallynoggin / Glenageary Credit Union Ltd. and Dalkey Credit Union Ltd. amalgamated together and started a new chapter as Core Credit Union Ltd.



Glasthule - Dún Laoghaire & District Credit Union Ltd.

The first meeting of the proposed Glasthule - Dún Laoghaire District Credit Union Ltd. was held on Tuesday the 7th April 1970 in the Christian Institute on Upper Georges Street, Dún Laoghaire. As a result, Glasthule - Dún Laoghaire District Credit Union Ltd. was registered on 17th June 1970.

Over time Glasthule - Dún Laoghaire District Credit Union Ltd. moved from various locations throughout the town to settle, finally, in number 4, Sussex Street, in the 1980s. There was rapid expansion in the early days and the Board of Directors decided to purchase numbers 1, 2 and 3 Sussex Street to create a larger office while keeping the original facade.

In July 2003, the newly created premises was opened and the new building won the 2003 Dublin Regional Best Shop Award and the 2003 National Best Shopfront Award.

Over the years Glasthule - Dún Laoghaire District Credit Union Ltd. has welcomed over 11,000 Members.

On the 22nd July 2015, Glasthule - Dún Laoghaire & District Credit Union Ltd. became part of Core Credit Union Ltd.

Carrickbrennan Credit Union Ltd.

Carrickbrennan Credit Union Ltd. was first formed by a number of local people in October 1970. As the initial meeting to discuss the proposed new Credit Union was held over a shop on Carrickbrennan Road, it was decided to name the new venture Carrickbrennan Credit Union. By October 1980 membership had reached 1,740 Members.

In 1984, as membership was growing steadily, the Credit Union acquired new premises in Credit Union House on Monkstown Farm, extended the opening hours and became affiliated to the Irish League of Credit Unions.

By 1988 the first computer was introduced to the Credit Union from a company named BEE to help with Member accounts, and from there on the computers have continued to be upgraded with different suppliers.

Since its inception, nearly 9,000 Members have been welcomed by Carrickbrennan Credit Union Ltd.

Through the time and dedication of all the founder voluntary directors, Carrickbrennan Credit Union Ltd. has become the establishment it is today.

On the 22nd April 2016, Carrickbrennan Credit Union Ltd. became part of Core Credit Union Ltd.

Foxrock & District Credit Union Ltd.

The first meeting to consider the feasibility of establishing a Credit Union in the Foxrock and surrounding areas was held on the 8th December 1987. This and subsequent meetings were followed by a research questionnaire in the area and a nine month study group, held weekly in facilities made available by the Community Centre Foxrock Church.

In due course the Credit Union and its common bond area were registered with the Irish League of Credit Unions and the Registrar of Friendly Societies in April 1989 and opened for business on the 13th May 1989, in the Community Centre Foxrock Church. The initial opening hours were 6.30pm - 8.00pm on Thursday evenings and 10.00am to 12.30pm on Saturday mornings.

At the start all records were maintained manually by a team of volunteers, but due to the steady expansion of the Credit Union the records were computerized in 1993.

In 2004 following 15 years of steady growth the Credit Union transferred its operations to new premises in Cornelscourt and in 2006 the common bond area of the Credit Union was extended.

To date Foxrock & District Credit Union Ltd. has welcomed over 4,200 Members and over the years it has advanced €28.3m in loans to its Members.

On the 6th May 2016, Foxrock & District Credit Union Ltd. became part of Core Credit Union Ltd.

These six Credit Unions now form Core Credit Union Ltd., a Credit Union with 32,000 Members, €115m in assets, €35m in loans, €59m available to lend and 39 local employees.





Personal Loans

Apply today

Sample Loan Amount	Weekly Repayments over 3 Years/156wks	Total Amount Repayable
€5,000	€37.36	€5,825.41
€8,000	€59.77	€9,320.76
€15,000	€112.05	€17,477.01

Sample Loan Amount	Weekly Repayments over 5 Years/256wks	Total Amount Repayable
€5,000	€25.02	€6,390.00
€8,000	€40.02	€10,226.50
€15,000	€75.02	€19,175.85

Rate of Interest 10.44% p.a. variable. Representative 11% APR.
To work out loan repayments for the amount you would like to borrow visit www.corecu.ie



www.corecu.ie
Save regularly | Borrow wisely | Repay promptly E&OE



Car Loans

Apply today

Sample Loan Amount	Weekly Repayments over 3 Years/156 wks	Total Amount Repayable
€6,000	€44.83	€6,990.54
€8,000	€59.77	€9,320.76
€10,000	€74.70	€11,651.35

Sample Loan Amount	Weekly Repayments over 5 Years/256 wks	Total Amount Repayable
€6,000	€30.02	€7,669.41
€8,000	€40.02	€10,226.50
€10,000	€50.02	€12,783.46

Rate of Interest 10.44% p.a. variable. Representative 11% APR.
To work out loan repayments for the amount you would like to borrow visit www.corecu.ie



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Wedding Loans

Apply today

Sample Loan Amount	Weekly Repayments over 3 years (156 weeks)	Total Amount Repayable
€6,000	€44.83	€6,990.54
€8,000	€59.77	€9,320.76
€10,000	€74.70	€11,651.35
€12,000	€89.64	€13,981.55
€15,000	€112.50	€17,477.01

Rate of Interest 10.44% p.a. variable. Representative 11% APR.
To work out loan repayments for the amount you would like to borrow visit www.corecu.ie



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Holiday Loans

Apply today

Sample Loan Amount	Weekly Repayments over 1 year (52 weeks)	Total Amount Repayable
€500	€10.15	€526.94
€1,000	€20.28	€1,053.89
€1,500	€30.42	€1,580.84
€2,000	€40.55	€2,107.78
€2,500	€50.68	€2,634.76
€3,000	€60.82	€3,161.67

Rate of Interest 10.44% p.a. variable. Representative 11% APR.
To work out loan repayments for the amount you would like to borrow visit www.corecu.ie



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College Loans

Apply today

Up to €25,000 available over 8 years, drawn down in stages when you need it.

Rate of Interest 6.5% p.a. variable. Representative 6.7% APR.
To work out loan repayments for the amount you would like to borrow visit www.corecu.ie



www.corecu.ie
Save regularly | Borrow wisely | Repay promptly E&OE



Back to School Loans

Apply today

Sample Loan Amount	Weekly Repayments over 11 months (48 weeks)	Total Amount Repayable
€300	€6.50	€309.14
€400	€8.66	€412.25
€500	€10.82	€515.30
€600	€12.99	€618.34
€750	€16.23	€772.89
€1,000	€21.43	€1,030.58

Rate of Interest 6.5% p.a. variable. Representative 6.7% APR.
To work out loan repayments for the amount you would like to borrow visit www.corecu.ie



www.corecu.ie
Save regularly | Borrow wisely | Repay promptly E&OE



Home Loans

Apply today

Sample Loan Amount	Monthly Repayments over 25 years (300 months)	Total Amount Repayable
€40,000	€233.85	€70,146.54
€80,000	€467.69	€140,296.38
€120,000	€701.52	€210,448.85
€150,000	€876.90	€263,061.19
€200,000	€1,169.20	€350,748.06

Rate of Interest 5% p.a. variable. Representative 5.12% APR.
To work out loan repayments for the amount you would like to borrow visit www.corecu.ie

WARNING: IF YOU DO NOT KEEP UP YOUR REPAYMENTS YOU MAY LOSE YOUR HOME



www.corecu.ie
Save regularly | Borrow wisely | Repay promptly E&OE



Covered Loans

Apply today

Minimum loan amount €2,000

Sample Loan Amount	Weekly Repayments over 3 Years/156wks	Total Amount Repayable
€2,000	€14.13	€2,201.59
€4,000	€28.24	€4,403.61
€8,000	€56.47	€8,807.29

Rate of Interest 6.5% p.a. variable. Representative 6.7% APR.
To work out loan repayments for the amount you would like to borrow visit www.corecu.ie



www.corecu.ie
Save regularly | Borrow wisely | Repay promptly E&OE

To work out loan repayments for the amount you would like to borrow visit www.corecu.ie

Interest rates correct at time of going to print March 2017.

Credit Unions Today



IRISH LEAGUE OF CREDIT UNIONS FACTSHEET

57,000
Credit Unions
Worldwide
in **103** countries
Serving **208m** people



Ireland has one of the highest number of credit union members per capita

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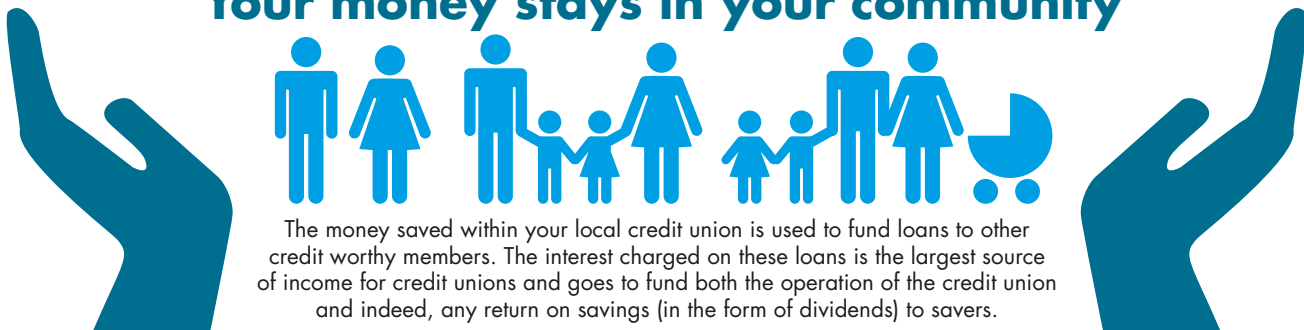
Credit unions affiliated to the **Irish League of Credit Unions** have:



€14.4 billion
TOTAL ASSETS



Your money stays in your community



The money saved within your local credit union is used to fund loans to other credit worthy members. The interest charged on these loans is the largest source of income for credit unions and goes to fund both the operation of the credit union and indeed, any return on savings (in the form of dividends) to savers.

WE LOOK AT THINGS DIFFERENTLY

Loans are subject to approval. Terms and conditions apply. Data per ILCU statistics at 31 December 2014 and WOCCU statistics 31 July 2014. Credit unions in the Republic of Ireland are regulated by the Central Bank of Ireland. Credit unions in Northern Ireland are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.



Credit Union

www.corecu.ie

Deposit Guarantee Scheme: Depositor Information Sheet

Basic information about the protection of your eligible deposits

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Eligible deposits in Core Credit Union Ltd are protected by:	the Deposit Guarantee Scheme (“DGS”) ⁽¹⁾
Limit of protection:	€100,000 per depositor per credit institution ⁽²⁾
If you have more eligible deposits at the same credit institution:	All your eligible deposits at the same credit institution are ‘aggregated’ and the total is subject to the limit of €100,000 ⁽²⁾
If you have a joint account with other person(s):	The limit of €100,000 applies to each depositor separately ⁽³⁾
Reimbursement period in case of credit institution’s failure:	20 working days ⁽⁴⁾
Currency of reimbursement:	Euro or, for branches of Irish banks operating in another member state of the EEA, the currency of that member state.
To contact Core Credit Union Ltd for enquiries relating to your account:	Core Credit Union Ltd 33/34 Church Road Ballybrack Co. Dublin 01 - 2725615
To contact the DGS for further information on compensation:	Deposit Guarantee Scheme Central Bank of Ireland PO BOX 11517 Spencer Dock, North Wall Quay Dublin 1 Tel: 1890-777777 Email: info@depositguarantee.ie
More information:	www.depositguarantee.ie
Acknowledgement of receipt by the depositor:	_____

Additional information

(1) Scheme responsible for the protection of your deposit

Your deposit is covered by a statutory deposit guarantee scheme. If insolvency should occur, your eligible deposits would be repaid up to €100,000.

(2) General limit of protection

If a covered deposit is unavailable because a credit institution is unable to meet its financial obligations, depositors are repaid by the DGS. This repayment covers at maximum €100,000 per person per credit institution. This means that all eligible deposits at the same credit institution are added up in order to determine the coverage level. If, for instance, a depositor holds a savings account with €90,000 and a current account with €20,000, he or she will only be repaid €100,000.

(3) Limit of protection for joint accounts

In case of joint accounts, the limit of €100,000 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 €100,000.

In some cases eligible deposits which are categorised as “temporary high balances” are protected above €100,000 for six months after the amount has been credited or from the moment when such eligible deposits become legally transferable. These are eligible deposits relating to certain events which include:

- (a) certain transactions relating to the purchase, sale or equity release by the depositor in relation to a private residential property;
- (b) sums paid to the depositor in respect of insurance benefits, personal injuries, disability and incapacity benefits, wrongful conviction, unfair dismissal, redundancy, and retirement benefits;
- (c) the depositor’s marriage, judicial separation, dissolution of civil partnership, and divorce;
- (d) sums paid to the depositor in respect of benefits payable on death; claims for compensation in respect of a person’s death or a legacy or distribution from the estate of a deceased person.

More information can be obtained at www.depositguarantee.ie

(4) Reimbursement

The responsible deposit guarantee scheme is:

**Deposit Guarantee Scheme, Central Bank of Ireland,
PO Box 11517, Spencer Dock, North Wall Quay, Dublin 1.
Tel: 1890-777777. Email: info@depositguarantee.ie
Website: www.depositguarantee.ie**

It will repay your eligible deposits (up to €100,000) within 20 working days until 31 December 2018; within 15 working days from 1 January 2019 until 31 December 2020; within 10 working days from 1 January 2021 to 31 December 2023; and within 7 days from 1 January 2024 onwards, save where specific exceptions apply.

Where the repayable amount cannot be made available within seven working days depositors will be given access to an appropriate amount of their covered deposits to cover the cost of living within five working days of a request. Access to the appropriate amount will only be made on the basis of data provided by the credit institution. If you have not been repaid within these deadlines, you should contact the deposit guarantee scheme.

Other important information

In general, all retail depositors and businesses are covered by the Deposit Guarantee Scheme. Exceptions for certain deposits are stated on the website of the Deposit Guarantee Scheme. Your credit institution will also inform you on request whether certain products are covered or not. If deposits are eligible, the credit institution shall also confirm this on the statement of account.

EUROPEAN COMMUNITIES (PAYMENT SERVICES) REGULATIONS 2009 REGULATION 53 INFORMATION – INFORMATION FOR MEMBERS

Core Credit Union Limited is regulated by the Central Bank of Ireland.

CONTACT DETAILS FOR THE CENTRAL BANK OF IRELAND ARE:

Address:	Registry of Credit Unions PO Box 559 Dame Street Dublin 2	Telephone:	(01) 224 4228
		Fax:	(01) 224 4209
		Email:	rcu@centralbank.ie
		Website:	www.centralbank.ie

CONTACT DETAILS FOR CORE CREDIT UNION LIMITED ARE:

Address:	33/34 Church Road Ballybrack Co. Dublin	Telephone:	(01) 272 5603
		Fax:	(01) 282 7740
		Email:	info@corecu.ie
Register No:	225CU	Website:	www.corecu.ie

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Sub office: Main Street, Shankill, Dublin 18
8 Church Place, Sallynoggin, Co. Dublin
13A, Castle Street, Dalkey, Co. Dublin
4 Sussex Street, Dún Laoghaire, Co. Dublin
Credit Union House, Monkstown Farm, Dún Laoghaire, Co. Dublin
Unit 1, Magic Retail Centre, Old Bray Road, Cornelscourt, Dublin 18

Days of Business:

Monday, Tuesday, Wednesday, Thursday, Friday and Saturday

YOUR ACCOUNT

The following is a description of main characteristics of the accounts and payment services on the accounts:

SHARE ACCOUNT

- Your share account is an account in which you can lodge funds for the purpose of saving. You can also use your shares as collateral against loans that you may take out with the Credit Union. It's important to note, that all shares, if less than your loan balance, are held as collateral, even if lodged after the loan drawdown.
- If you do not have a loan, you can avail of your shares "on demand" without any penalty (subject to cheques and direct debits having cleared).
- The maximum allowable balance on Share Accounts is €100,000, providing that this balance does not lead to exceeding the €100,000 overall savings limit.

STAMP ACCOUNT

- Your stamp account enables you to access funds even if you have a loan on your account.
- Funds can be transferred to and from your stamp account by electronic funds transfer and direct debit/standing order facilities.
- The maximum allowable balance on Stamp Accounts is €35,000, providing that this balance does not lead to exceeding the €100,000 overall savings limit.

- 1. Giving an order for payment from your account:** When you give us an order to make a payment from your account, we will need you to provide us with the details of the beneficiary of the payment (i.e. their IBAN and BIC code, together with any relevant identification details for the payment service provider ('PSP') with which they hold their account). Depending on how you place your order with us (i.e. online, in our offices, by telephone etc) we may also need you to verify that order by signature, by use of a password, or by use of a PIN, depending on the type of account that you hold. All of this information, taken together, is known as the 'unique identifier' that you must give us. In giving us that unique identifier, you will be consenting to

our execution of that order for you. You cannot withdraw that consent after you have given it to us. However, if the order is for a direct debit to be taken from your account, you can revoke that order and your consent by notice to the beneficiary of that direct debit up to close of business on the business day before the funds are to be debited from your account. If the order is for a standing order to be taken from your account, you can revoke that order and your consent by telephoning us or calling into the office up to close of business on the Business Day before the funds are to be debited from your account. In exceptional cases, we may allow you to withdraw your consent after the times specified above, but our specific agreement will be required and we will not be obliged to do this.

- 2. Cut-off times:** When we are given an order in relation to a payment on your account, we must be given that order before 11.00am. on one of our Business Days. If we are given that order after that time, we will be deemed to have received that order on our next following Business Day. If we agree with you that an order is to be executed on a particular Business Day, then we will be deemed to have received that order on that particular Business Day.
- 3. Execution times:** Once we are deemed to have received an order under 2 above, you agree that we have up to the end of the third Business Day following the date of deemed receipt under 2 above to credit the amount of that order to the beneficiary's PSP. On or after 1 January 2012, we confirm that we have up to the end of the first Business Day following the date of deemed receipt under 2 above to so credit that amount. If the order is initiated by paper, in both cases we will have an extra Business Day to do this.
- 4. Spending limits and payment instruments:** If we give you a payment instrument on your account (i.e. a card with a PIN number, or use of online banking with a password etc, you may separately agree spending limits with us for use of a particular payment instrument. If we give you such a payment instrument for your account, you must, as soon as you receive it, take all reasonable steps to keep its personalised security features safe. If the payment instrument is lost, stolen, misappropriated or used in an unauthorised manner, you should notify us immediately at 01 2725603. We reserve the right to block your use of a payment instrument for any of the following reasons:
 - The security of the payment instrument;
 - if we suspect that it is, or has been, used in an unauthorised or fraudulent manner;
 - (if the payment instrument is connected with the provision by us of credit to you) a significantly increased risk that you may be unable to fulfil your obligations to pay; and
 - our national or community obligationsIf we block your use of a payment instrument, we will tell you about it (and the reasons for it) when the member contacts the Credit Union reporting their card/Pin lost/stolen unless giving you that information would compromise our security or would be prohibited by law.
- 5. Charges:** We only levy a limited number of charges in connection with the accounts that we offer. Details of these charges are available in our offices or available on request. These charges are incorporated by reference into this Regulation 53 Information.
- 6. Interest rates:** If an interest rate applies to your account, you are told this when you open your account and that interest rate is incorporated by reference into this Regulation 53 information. You can obtain confirmation of that interest rate by contacting us as set out above.

7. **Exchange rates:** If any payment on your account (including a withdrawal by you from your account) involves a currency conversion being made by us, we will use a reference exchange rate by FEXCO international payments. The reference exchange rate will change daily and this is the basis on which we will calculate the actual exchange rate. On the date on which we effect the currency conversion, we will take the reference exchange rate that applies on that date, add a fixed amount of 1% commission and the total will equal the actual exchange rate that is used by us in the currency conversion plus 1% commission. You can find out the daily changes to the reference exchange rate by contacting us as set out on the previous page.
8. **Giving you information:** If we need to give you information or notice of any matters relating to this Regulation 53 Information, we will do so in writing in either the Credit Union office and on our website unless we state otherwise herein. Such information or notice will be given to you promptly upon the requirement to do so arising.
9. **Copy Regulation 53 Information:** For as long as you hold this account with us, you have the right to receive, at any time and on request by you, a copy of this Regulation 53 information on paper or, if possible, by secure email.
10. **Unauthorised transactions:** If you become aware of a transaction on your account that is unauthorised or incorrectly executed, you must tell us without undue delay and, in any event, within thirteen months of that transaction being debited from your account. You will be entitled to rectification from us if that transaction was unauthorised or incorrectly executed. If the transaction was unauthorised, we will refund the amount of it to you and, if necessary, restore your account to the state that it would have been in if the unauthorised transaction had not taken place **PROVIDED THAT:**
- you will bear the loss of an unauthorised transaction on your account, up to a total of €75, if the unauthorised transaction resulted from (a) the use of a lost or stolen payment instrument or (b) your failure to keep the personalised security features of that payment instrument safe;
 - you will bear all losses relating to an unauthorised transaction on your account if you incurred those losses by acting fraudulently or by failing, intentionally or with a gross lack of reasonable care, to keep the payment instrument and its security features safe, to use it in accordance with any terms that we tell you are applicable to it, and to notify us promptly of it being lost, stolen, misappropriated or used in an unauthorised manner;
 - you will not bear any financial consequences resulting from the use of a lost, stolen or misappropriated payment instrument once you have notified us in accordance with this Regulation 53 Information that it has been lost, stolen or misappropriated.
11. **Refunds of direct debits:** If a direct debit is taken from your account but:
- your direct debit authorisation did not specify the exact amount of the payment; and
 - the amount of the payment exceeded the amount you could reasonably have expected taking into account your previous spending patterns, this Regulation 53 Information and other relevant circumstances; and
 - you give us such factual information as we may require; and
 - you did not give us consent in advance to the direct debit being taken from your account; and
 - neither we nor the beneficiary of the direct debit made information available to you about the transaction at least four weeks before the debit date, then you may request a refund from us of that direct debit for an eight week period following the debit date. We will then have ten Business Days to refund you, or give you reasons for our refusal to refund you.
12. **Unique identifier:** If you give us an order to make a payment from your account and we execute it in accordance with the correct unique identifier, we will be taken to have executed it correctly as regards the beneficiary of that order. If you give us an incorrect unique identifier, we will not be liable for the non-execution, or defective execution, of the order. We will, however, make reasonable efforts to recover the funds involved.
13. **Our liability if you make a payment out of your account:** If you give us an order to make a payment from your account, we are liable to you for its correct execution unless we can prove to you (and if necessary to the beneficiary's PSP) that the beneficiary's PSP received the payment. If we are so liable to you for a defective or incorrectly executed order, we will refund the amount of it to you and, if applicable, restore your account to the state that it would have been in if the defective or incorrect transaction had not taken place. Irrespective of whether we are liable to you or not in these circumstances, we will try to trace the transaction and notify you of the outcome.
14. **Our liability if you receive a payment in to your account:** If the payer's PSP can prove that we received the payment for you, then we will be liable to you. If we are liable to you we will immediately place the amount of the transaction at your disposal and credit the amount to your account. If you have arranged for a direct debit to be paid into your account, we will be liable to transmit that order to the payer's PSP. We will ensure that the amount of the transaction is at your disposal immediately after it is credited to our account. If we are not liable as set out above, the payer's PSP will be liable to the payer for the transaction. Regardless of whether we are liable or not, we will immediately try to trace the transaction and notify you of the outcome.
15. **Duration, changes and termination:** Your contract with us, as detailed in this Regulation 53 Information, is of indefinite duration. If we want to change any part of this Regulation 53 Information (other than our telephone number), we will give you at least two months' written notice of the proposed change where required by law to do so. If we change our Business Days of opening, we will give you one month's written notice. If you do not notify us within that two month period that you do not accept the proposed change, you will be deemed to have accepted it. If you do not want to accept the proposed change, you must notify us in writing and you will be allowed to terminate your contract with us in relation to the account to which this Regulation 53 Information relates immediately and without charge before the end of that two month period. If we change an interest rate or an exchange rate in a way that is more favourable to you, we have the right to apply that change immediately and write to you soon afterwards confirming that change. We can change an exchange rate immediately and without notice if that change is based upon the reference exchange rate agreed in this Regulation 53 Information. You may terminate your contract with us in relation to the account to which this Regulation 53 Information relates on one months notice in writing. We may terminate our contract with you in relation to the account to which this Regulation 53 Information relates on giving you two months notice in writing.
16. **Governing law and language:** This Regulation 53 Information shall be governed by and construed in accordance with the laws of Ireland, and all communication between us and you during our contractual relationship shall be conducted in English.
17. **Redress:** If you have a complaint in relation to the matters governed by the Regulation 53 Information, you may be able to refer your complaint to the Financial Services Ombudsman. Contact details are as follows:
- Financial Services Ombudsman Bureau, 3rd Floor, Lincoln House, and Lincoln Place, Dublin 2 Lo-call 1890 88 20 90 Tel. (01) 662 0899, Fax (01) 6620890, E-mail: enquiries@financialombudsman.ie.

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Dalkey
13a Castle Street
T: 01 272 5605
dalkey@corecu.ie

Sallynoggin/Glenageary
8 Church Place
T: 01 272 5604
sallynoggin@corecu.ie

Foxrock
Magic Retail Centre
T: 01 272 5607
foxrock@corecu.ie

Ballybrack
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