

## Benefits of Being a Member

- ✓ Access to an easy way to save with PayPoint cards, automatic payroll or direct debit deductions
- ✓ Prepaid debit cards
- ✓ Low cost borrowing solutions
- ✓ The credit union is an ethically run organisation owned by its members - all decisions made are for the benefit of the membership
- ✓ FREE life insurance on savings and loans
- ✓ Friendly personal service, tailored to your needs
- ✓ Access to a wide range of exclusive insurance products
- ✓ Check your account online with our secure website



benefits

## Insurance Products

- ✓ Home, Motor, Travel, Life and Health insurance
- ✓ As a credit union member you have access to exclusive rates through our partnership with Credit Union MEMBERS Financial Services

**Just call 0800 496 1437 for a free quote**



insurance

## FamilyLIFE<sup>+</sup>

FamilyLIFE<sup>+</sup> is a unique whole of life policy with a fixed benefit designed to provide peace of mind for as little as £2.00 per person per month.

You can insure yourself, your spouse/significant other, your parents or the parents of your spouse/significant other, plus your children, subject to a maximum of 12 insured persons. Children under the age of 18 are free to add to the policy.

FamilyLIFE<sup>+</sup> claims are settled within 48 hours.

The available options and related premium rates are shown in the table:

Benefit Options paid upon death of Insured Person	Cover Level A £2,000	Cover Level B £3,000	Cover Level C £4,000	Cover Level D £6,000
Age at date added to the policy	Monthly Premium			
<18*	£0	£0	£0	£0
18 to 29	£2.00	£3.00	£4.00	£6.00
30 to 39	£3.00	£4.50	£6.00	£9.00
40 to 49	£5.00	£7.50	£10.00	£15.00
50 to 59	£7.00	£10.50	£14.00	£21.00
60 to 64	£10.00	£15.00	£20.00	£30.00
65 to 69	£13.00	£19.50	£26.00	£39.00

\*You will be charged an additional premium for any children who reach the age of 18. The premium will be calculated, on the cover level you have chosen, in the 18-29 age band for the duration of their cover on your policy.

family protection

## Your Rights as a Credit Union Member

We aim to offer our members high quality and value for money services.

If you have a complaint let us know.

We have an internal complaints procedure in place to ensure any problems are addressed and dealt with in a swift and satisfactory manner.

### Remember:

Let us know if you are unhappy with our services but let everyone know if you are happy with the service you receive too!



your rights

## Recommend a Friend

- ➔ The more people in a credit union the stronger it will become
- ➔ The bigger we are the more services we can provide our members
- ➔ Help us by recommending Grampian Credit Union
- ➔ For each new member you recommend you will receive a £5 gift voucher as thanks



recommend a friend



### Contact Details

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saving & borrowing together



**A pocket guide**

Products, services and general information

### What is a Credit Union?

A credit union is a financial co-operative owned and run by its members.

Members' savings are pooled to provide the resources for lending to other members.

### What happens to the profits?

Any profits made are returned to you in the form of an annual dividend.

### How safe is my money?

Like banks and building societies we are authorised and regulated by the Financial Services Authority. We are also covered by the Financial Services Compensation Scheme.

### How much does being a member cost?

There is a one-off £5 joining fee. After that you only pay a £5 annual service charge.

### Can anyone join?

Anyone who lives or works in the Grampian area (i.e. Aberdeen, Aberdeenshire or Moray) can join Grampian Credit Union. Once you are a member you can stay a member even if you move elsewhere.

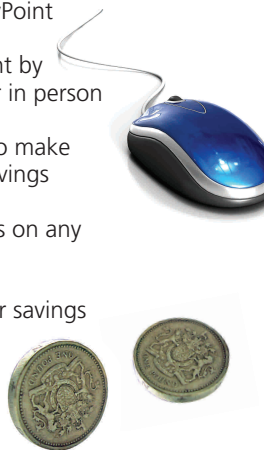
saving & borrowing together

### Saving

Grampian Credit Union makes regular saving easy through automatic payroll deduction direct from your wages or by direct debit from your bank account.

Simply choose an amount to save on a weekly/monthly basis and we will do the rest.

- Make convenient additional savings into your account through PayPoint
- Easy account management by telephone, online, post or in person
- Simply phone the office to make withdrawals from your savings
- No hidden charges or fees on any transactions
- Free life insurance on your savings



saving

### Saving for Christmas

Save safely and securely for Christmas with our Christmas Savings Account.

Withdrawals are made available between 1st November and 15th December ensuring that your savings are available when you need them.

These savings are kept in a separate account so you can check your balance at any time.



christmas

### Junior Account

Basic financial education from an early age is one of the most important things we can teach our children.

We offer a Junior Account for young savers with a competitive annual interest rate, typically 5%. The maximum we can pay is set by law at 8%.

Encourage your children to start saving and help them become financially aware for the future.



junior account

### Loans

Grampian Credit Union offers its members a flexible, convenient way to borrow.

We will discuss your loan figures with you to make sure they will suit your budget, and suggest shopping around if appropriate.

As you pay off your loan you continue to save - leaving you better off than when you started!

All loans are covered by free life insurance – one of the benefits of credit union membership.

There are no hidden charges or fees – you can make extra payments whenever you want.

We also provide an online loan calculator to help you work out your repayments.

Typical loans\*

Amount from	Amount to	Typical APR %
£50	£1500	21.9%
£1501	£3000	16.8%
£3001	£7500 + Shares	12.7%
Bonus Loan	Share Value	7.5%

\* 01 March 2010

loans

### Loans to Suit You

#### Bonus Loans

Borrow an amount equal to or less than what you have in savings.

This is a FAST TRACK loan and will usually be dealt with on the same day it is received.

Bonus loans are charged at our lowest rate of interest.

#### Revolving Credit

This is designed for members who require regular funds at short notice.



Members are issued with a credit limit, withdrawing funds when they require them.

Revolving credit is available in limits of £500, £750, £1000, £1250 and £1500.

Interest will only be charged on the withdrawn balance.

You still save as you repay your loan - part of each deduction is added automatically to your Membership account.

loans to suit you

### Payment Protection Insurance

- When taking out a loan you can protect yourself against accident, sickness or unemployment
- This insurance means that loan repayments will be made until you are able to return to work, up to a maximum period of two years for any one claim\*\*



\*\* conditions may apply

payment protection