

COMMSAVE



Friendly • Ethical • Professional
Helping you afford life

Welcome to Commsave



The easy way to save, the better way to borrow

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

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



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Welcome to Commsave!

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

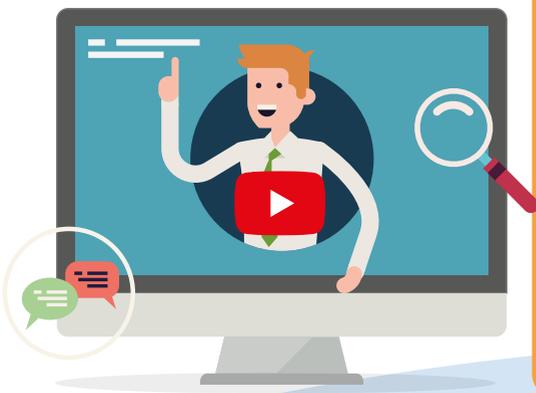
Our values are to provide our services in a **friendly, ethical, and professional** way, and our core objective is 'people helping people'.

You have joined more than **31,000 members** throughout the UK, all served from our office in Northampton, with fast and easy access to savings and loans.

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

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

Welcome to Commsave and thank you for joining!



This is **Andy Elper** – our friendly Commsave member – who has lots of tips to help you get the most out of your membership. Look out for his top tips throughout this booklet and check out his 'how to' videos on our YouTube page. Go to YouTube and search '**Commsave**' to find us.

Managing Your Account Online

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

How to register your account online:

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

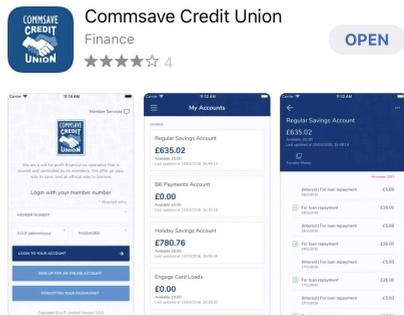
Once you receive your email to complete the password process you can access your account online, or via the app, to:

- View balances & request statements
- Update your personal details
- Send us secure messages
- Apply for a loan
- Open additional savings 'pots'
- Transfer funds between savings pots

- Withdraw money from your savings direct to your bank account with same day transfers.

How to download the Commsave app:

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



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



Keeping Your Account Secure

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

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



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

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



Saving with Us



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



Regular Savings

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



Christmas Savings

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



Holiday Savings

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



Child Benefit Savings

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



Children's Savings

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



PrizeSaver

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



Online Goals Savings

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

Top tip: You can move money between accounts easily, using our mobile app or online account.



Ways to Save

Saving through payroll deduction

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

If you work for one of the following employers, you can save through payroll deduction – call us on **0303 0402 660**.

- Royal Mail
- Department for Work and Pensions
- North Northamptonshire Council
- West Northamptonshire Council
- Northampton Leisure Trust
- Kettering General Hospital
- University of Northampton
- Northampton Partnership Homes
- Grand Union Housing Group

What other deposit options are available?

There are several ways you can pay extra money into your Commsave account. You can give us a call on **0303 0402 660** and ask a member of our team to text you our sort code

and account number. Using these details, you can set up Commsave as a payee on your **online banking** and use your membership number as a reference. The money will show in your account the following working day.

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

How much money can I save?

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



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

Borrowing from Us

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



Homeowner Loan

If you own your own home, you can borrow any amount from £6,000 to £25,000 at just 0.5% a month (6.2% APR) – our lowest interest rate – repayable over a maximum of seven years.



Personal Loan

Personal Loans are available for up to five times the amount you have in your savings, to a maximum of £25,000 over 7 years. You will pay 1% interest (12.7% APR) per month on the reducing balance.



Introductory Loan

New and existing members can apply instantly for up to £10,000, repayable over 3 years, using our quick and easy application process. You will pay 2% interest (26.8% APR) per month on the reducing balance.



Orbital Revolving Credit

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



Consolidation Loan

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

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



How to Apply

When can I apply for a loan?

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

How do I apply?

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

How will I know if my application has been accepted?

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

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

**All of our loans
have no early
repayment fees!**



CURight

As part of our commitment to meeting the financial needs of our members, we offer an online portal called CURight, exclusively for Commsave members!

CURight is the one-stop shop for your financial wellbeing, containing a range of articles to help you manage your money, across categories like 'life events', 'saving', and 'budgeting'.

The site is regularly updated with new articles and features. If there is a subject you'd like to see covered, e-mail us at hello@commsave.co.uk

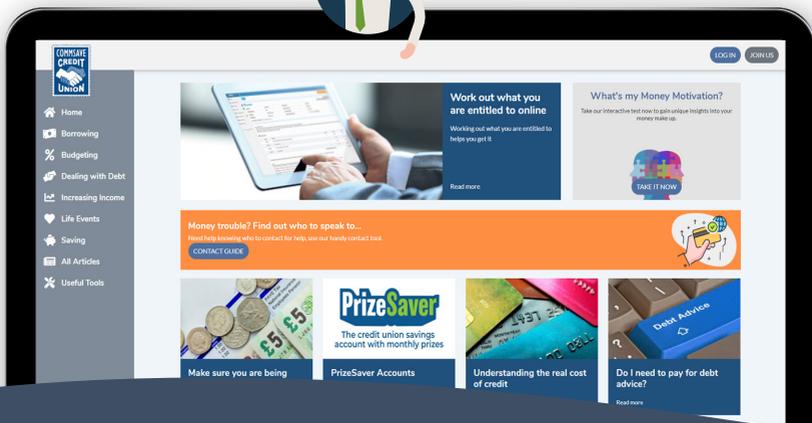


Some of the articles available on CURight include:

- Understanding your credit report
- Buying a new home
- How to save money on your wedding
- Giving your children pocket money
- Writing a will

The site also features links to a range of tools offered by the Money Advice Service, including:

- Mortgage calculator
- Baby timeline
- Quick cash finder



Money Motivation Test

One of the key features of CURight is the Money Motivation Test. This is a questionnaire designed to give you feedback on your relationship with your money and financial affairs.

The test draws on research undertaken for the BBC by Professors Mark Fenton-O'Creevy and Adrian Furnham of the Open University. Professor Fenton O'Creevy told us "how you handle your money isn't just based on what you know, but also how you feel about your money and your attitudes towards it".



Take the Money Motivation Test today at **CURight.co.uk** and get a better understanding of your attitudes towards money and your spending behaviours.

Register Today

To register for access, follow these simple steps:

- Go to **CURight.co.uk** and click on the 'join us' button in the top right of the homepage.
- Fill in the registration form, entering the e-mail address on your Commsave account.
- Click 'register' and you should have access to all the site materials.

We recommend that you do not use the same password for CURight that you use for accessing your Commsave account online.

If you have any problems registering, give us a call on **0303 0402 660**.

Helping Your Loved Ones

Commsave Bereavement Fund

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

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

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

Who are the funds paid to?

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

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

that we are able to contact the nominated person(s), and carry out your wishes.

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

What is my beneficiary entitled to?

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

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

Friends of Commsave Credit Union Lottery



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

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

Each member can enter once a month, and a ticket costs just £1. Up to 50% of the total money is used as prizes. The rest of the money is used to cover development costs of the Credit Union.

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

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

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



You can opt in or out of the lottery at any point.



Frequently Asked Questions

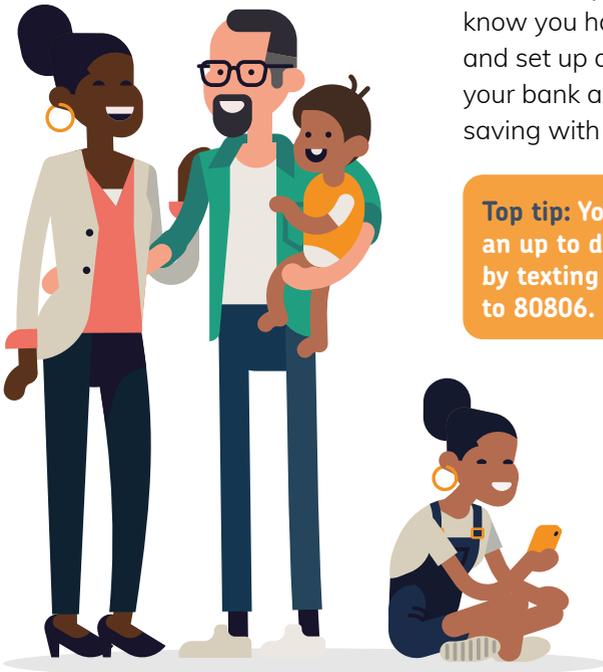
Can my friends and family join?

Any immediate family members (partners, parents, siblings, children, and grandchildren) living at your address are eligible to join Commsave. You can also refer your work colleagues to Commsave if you work for one of the companies listed on page 7, or if your employer is based in the NN postcode area. They can apply on our website or you can

give us a call on **0303 0402 660** and we will send out some membership forms.

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

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



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



Listening to You

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

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

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

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



Commsave Credit Union

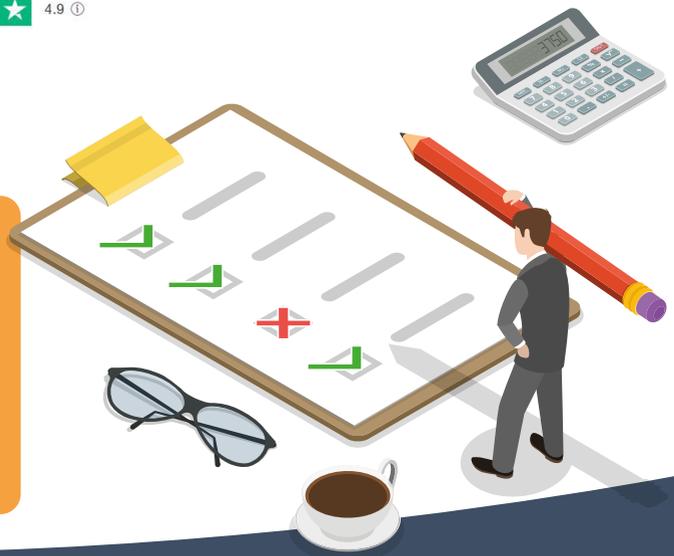
Reviews 946 • Excellent



4.9 ⓘ



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



Keeping in Touch



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



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



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



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



Write to us: Commsave Credit Union
6 Duncan Close, Moulton Park,
Northampton, NN3 6WL



Follow us on:



Facebook (@commsavers)



Instagram (@commsavecu)

Twitter (@commsave)

Not Happy with Our Service?

At Commsave, your account is managed by people, not computers. So we understand that sometimes we may get something wrong. Please provide us with as much information as you can so that we can resolve your issue as quickly as possible.

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

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

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



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 17.

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 17.

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

11. 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.
12. For more information or to exercise your data protection rights, please contact us using the contact details on page 17.
13. You also have a right to complain to the Information Commissioner's Office which regulates the processing of personal data.

Our Promises

At Commsave treating customers fairly will be at the heart of how we operate and all staff and volunteers must have our members at the centre of everything they do.

Our six key promises ensure that you are treated fairly at every stage of your dealings with us, now and in the future.



Fair Treatment

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



Good Value

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



Meeting Your Needs

The products and services offered by Commsave are designed to meet the needs of our members.



Keeping Quality High

We will treat members fairly and deliver high quality products and services throughout their relationship with us.



Fully Informed

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



Easy to Understand

You can expect that all services provided by us will be as described within our policies and literature.