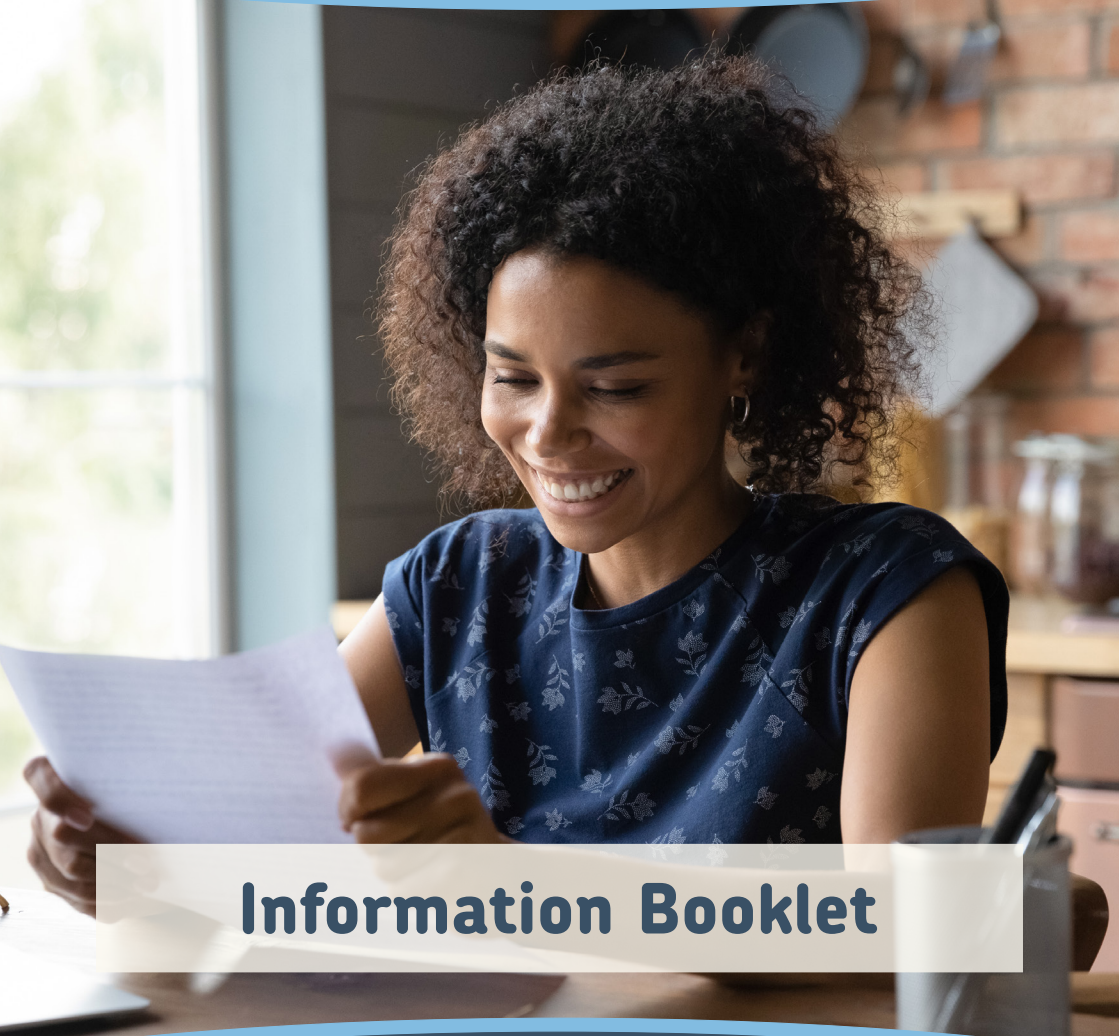


COMMSAVE

Friendly • Ethical • Professional



Information Booklet

The easy way to save, the better way to borrow



hello@commsave.co.uk



0303 0402 660



[commsave.co.uk](https://www.commsave.co.uk)



15728560

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



About Commsave

What is 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 employees from various companies including Royal Mail, Travis Perkins, DWP, and anyone living or working in the NN postcode area.

Our values are to provide our service in a **friendly, ethical** and **professional** way.

You can now join over **35,000 members** throughout the UK, all served from our office in Northampton, with fast and easy access to savings and loans.



How can I contact Commsave?

We have a call centre, as well as a website and app for iOS and Android, giving you access to your account 24/7. Our passion is providing an excellent level of service to all our members.

We regularly send out newsletters, surveys, and talk to our members on social media to ensure we understand what you need.

Opening Hours

Monday – Friday, 9am–5pm

Saturdays, 9am–1pm.



Our Promises

At Commsave, treating customers fairly will always 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 you are treated fairly at every stage of dealing with us, now and in the future.



Fair Treatment

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



Good Value

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



Meeting Your Needs

The products and services we offer are designed to meet your needs.



Keeping Quality High

We will treat you fairly and deliver high quality products and services throughout your relationship with us.



Fully Informed

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

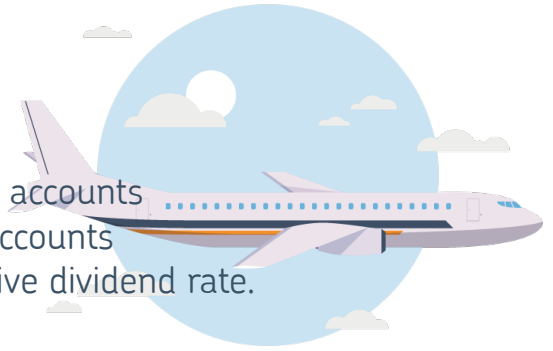


Easy To Understand

You can expect that the services we provide will be as described within our policies and literature.

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 10 bonus prizes of £50 and 10 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!



Tax Saver

Are you self-employed? Take the stress out of paying your tax! Put aside a chunk of your monthly income to pay your tax at the end of the year.

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 0.75% a month (9.4% 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 5 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.

Green Loan

Green Loans enable you to become more energy efficient and save money. Borrow for an environmentally friendly purpose and we'll discount your loan rate from 9.4% to 8% APR for amounts from £5,000 to £25,000, or from 26.8% to 25% APR for smaller amounts.

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



Our Key Benefits

- A variety of savings accounts all with a competitive return.
- Easy, affordable loan products for a variety of purposes.
- It's completely free to join us, with no one-off or recurring fees.
- 24/7 online access via our app and website.
- Phone lines available Monday-Friday, 9am-5pm and Saturdays, 9am-1pm.
- Payroll deductions available for Royal Mail, Department for Work and Pensions, Travis Perkins Group and various Northamptonshire employers.
- Membership is available for immediate family living at the same address as you.
- All of your savings are covered by the Financial Services Compensation Scheme (FSCS) up to £85,000.
- We have a monthly lottery draw, with a first prize of £500 and 29 runners up of £75.
- We are a not-for-profit co-operative, which means that once we cover our costs, the rest of the profit is returned to members!
- Bereavement Fund cover, with a minimum pay-out of £500 and a maximum of £5,000.
- Our social media pages allow you to keep up to date with our latest products, competitions, and news.
- Loans can be paid back early, partially or in full, with no fees or penalties.



Frequently Asked Questions

How do I join Commsave?

To join Commsave, simply go to our website and click the join us button in the top right-hand corner.

Alternatively, you can request a paper application form by giving us a call on **0303 0402 660**.

How do I pay in to Commsave?

If you work for one of our partner companies, the easiest way to deposit money is through a regular deduction from your pay.

If your employer is not signed up to offer payroll deductions, you can pay in to your account by regular standing order or recurring card payment.

You can also use any of these methods to repay any loan you take from Commsave.

Do I get interest on my savings?

We pay a competitive annual dividend on the total amount you have saved during the financial

year (October to September). The rate depends on Commsave's financial performance. This is usually paid into accounts in January.

Are there any fees?

There are no one-off or recurring fees to sign up for membership with Commsave.

We also don't take early repayment fees if you wish to pay off your loan early.

Can I still apply for a loan if I have a bad credit rating?

At Commsave we have to consider your credit history, but we won't necessarily turn you down if it is less than perfect. So, if you are concerned about your credit rating, or have recently been refused a loan, you should still get in touch.

If you have a question or want to join, go to our website commsave.co.uk.



Commsave Credit Union

2 Summerhouse Road, Moulton Park,
Northampton, NN3 6BJ



Commsave Credit Union is covered by the Financial Services Compensation Scheme (FSCS). The FSCS can pay compensation to depositors if a credit union is unable to meet its financial obligations. Most depositors, including most individuals and small businesses, are covered by the scheme. In respect of deposits, an eligible depositor is entitled to claim up to £85,000. For joint accounts each account holder is treated as having a claim in respect of their share so, for a joint account held by two eligible depositors, the maximum amount that could be claimed would be £85,000 each (making a total of £170,000). The £85,000 limit relates to the combined amount in all the eligible depositors accounts with the credit union, including their share of any joint account, and not to each separate account. For further information about the scheme (including the amounts covered and eligibility to claim) please visit the FSCS website www.fscs.org.uk or call 0800 6781100.