

Hoot Credit Union

Terms and Conditions of Membership

Hoot Credit Union is a Co-operative and Community Benefit Society and members are bound by credit union rules. Being a Hoot member means you are part of a community that encourages good money management, active saving and responsible borrowing.

As a member of the credit union you are expected to abide by the rules. You can find out how to get a copy of our rules below. Here are the main terms and conditions of your membership.

Social Goals

By joining the credit union you are agreeing with its objects and social goals of:

- The promotion of thrift among members of the society by the accumulation of their savings.
- The creation of sources of credit for the benefit of its members at a fair and reasonable rate of interest.
- The use and control of members' savings for their mutual benefit.
- The training and education of members in the wise use of money and in the management of their financial affairs.
- The alleviation of poverty and the economic regeneration of the community.



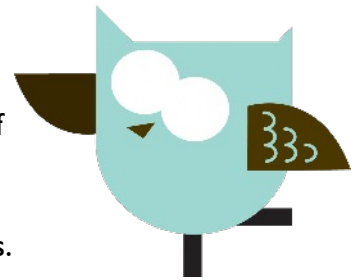
Membership

Hoot is a membership co-operative and you must have a minimum of £1 in your savings at any one time to retain your membership.

As a member you have one vote at our Annual General Meeting. At the AGM the Board of Directors is elected, the dividend is declared and any changes to rules are voted upon by members. Each member gets one vote no matter how much they have in savings.

You will ensure that you tell us of any change of contact details or change of circumstances.

You can withdraw your membership at any time in accordance with the rules.



Saving

As a condition of membership you must save regularly with the credit union to a maximum amount determined by rules.

You have access to your savings at any time by means provided by the credit union; unless your savings are attached to a loan according to any loan agreement you have signed.

Borrowing

As a member of Hoot you are entitled to apply for a loan. All loan applications are looked at according to our loans policy. If you cannot meet the criteria in the loan policy your loan may be refused.

You will always ensure that you can afford to repay your loan by reading all the information and asking questions.

You will pledge to save as much as you can afford whilst repaying your loan.

You will make your loan repayments on time, using a payment method agreed when you sign your loan agreement.

You will tell us as soon as possible if you find you are struggling to repay your loan.

You will ensure that you tell us of any change of circumstances.



Data Protection

Hoot Credit Union will process your data in accordance with your rights under the Data Protection Act 1998 and GDPR 2018. Your information may be processed by this credit union in any form and on any database used by us to consider any applications made by you and to deal with your account(s) or run any other services we provide to you.

Hoot will periodically send you a newsletter, statement message, new terms and conditions or information about any changes to the way your account(s) operate.

We may share data with regulatory, law enforcement or fraud prevention bodies to undertake statistical analysis, money laundering checks, compliance and regulatory reporting and fraud prevention. We may also share with credit reference agencies for financial risk assessment or with suppliers for the provision of third party services such as payment services or pre-paid cards.

We will always ensure that your information is shared lawfully.

The legal basis for processing your personal data can be found in our Privacy Statement available online at www.wisewithmoney.org.uk/privacy-policy. A paper copy of our Privacy statement is available on request.

Complaints

Our promise to you is that we will always be fair and reasonable whenever you feel dissatisfied with our service or products. Should there ever be an occasion when you feel that we have failed to honour our promise, we will do everything possible to ensure that your complaint is dealt with quickly and fairly.

The easiest way to sort out any problem is by contacting the Complaints Officer:

Hoot Credit Union, The Square, 53 - 55 Victoria Square, Bolton, BL1 1RZ
By phone at 01204 365024 or by email at enquiries@wisewithmoney.org.uk

We will send you a written acknowledgement within 3 working days. We will also write to you to confirm our resolution of your complaint.

If we have not resolved your complaint within eight weeks, or if your complaint is still not resolved to your satisfaction, you have the right to refer to the Financial Ombudsman Service.

The contact details are: Financial Ombudsman Service, South Quay Plaza 2, 183 Marsh Wall, London, E14 9SR
0845 080 1800 www.financial-ombudsman.org.uk

The Financial Ombudsman Service will handle most complaints you might have, but there are some instances that fall outside its authority. The Ombudsman's decision is binding upon us, but you are free to reject it without affecting your legal rights.

Contact Us

Our telephone opening hours are Monday to Friday - 11am to 4pm

Branch opening hours

Monday	9.30am - 4.00pm
Tuesday	9.30am - 4.00pm
Wednesday	11.00am - 4.00pm
Thursday	9.30am - 4.00pm
Friday	9.30am - 4.00pm
Saturday	<i>Sorry - we are closed</i>
Sunday	<i>Sorry - we are closed</i>

Our address

Hoot Credit Union
The Square
53 - 55 Victoria Square
Bolton
BL1 1RZ
01204 365024

Email: enquiries@wisewithmoney.org.uk
www.wisewithmoney.org.uk



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