



Frequently Asked Questions



Why do I need to save with the Credit Union?

The Credit Union is first and foremost a savings organisation. The main reason the Credit Union exists is not to lend money, but to encourage members to save. Lending decisions take into account ability to repay and other factors which may including your savings record with the Credit Union. However savings do not guarantee that a loan will be granted.

Can I have my pay or benefits paid into the Credit Union?

You can have your wages/salary or benefits paid into the Credit Union. For benefits you will need to contact DWP give them our bank details:

Sort Code: 08 - 90 - 29 Account: 50305234 : Lewisham Plus Credit Union

Please make sure you give us your NI and CHB No (for Child Benefit) so we can allocate payments to your savings, loan and Engage card.

We do not usually accept benefit or salary credits directly into savings unless you also have an Engage Current Account, Classic Card or other bank facility to which we can transfer surplus funds. Use these to draw cash at a Cash Point or retail cash-back and to make other payments.

Can I pay cash or cheques into my account?

How long does it take to clear a cheque?

Money transferred to your Engage account will be credited by 4pm on the same day (Monday to Friday) or on the next banking day.

You can also deposit cheques with the Credit Union. However, because we are not a bank, cheques will take ten banking days to clear into your account. Unfortunately, we are not able to make exceptions to this rule.

Engage accounts can also accept BACS credits to your personal VISA debit account and sort code held with Contis Financial Services.

How much cash can I take out at one time?

You can withdraw up to **£250 per day from an ATM** using your Engage Classic card, if you have sufficient funds in your account. You can also ask for 'cash back' at the till at main supermarkets where this is offered.

The most that you can draw in cash over the counter is **£500 each week in Sydenham, or £100 each week from other local branches.**

If you need a larger amount, please use ATMs to withdraw cash over several days. You can also ask us to transfer money to a UK bank account by BACS, usually same day, but can take up to 3 working days. We will need proof of the account details before setting this up.

When can I transfer money to or from my credit union account?

Credit union transactions can only be actioned between 9.30am and 3pm Monday to Friday, excluding Bank Holidays. Requests received after 1pm will be usually carried out on the next banking day.

How can I check the balance of my Credit Union accounts?

Text the word **balance** to our SMS-only number **07537 410334**.

Use our automated telephone banking service to listen to your balances, and also to quickly authorise transfers between accounts (24x7 access). Check your latest Engage balance using your smartphone, online or by using an ATM. View transactions up to the last banking day for savings and loans using the secure members area of our web site.

Why do I need to give my ID all the time?

When you come to the Credit Union to draw out money, it is important that you bring ID with you. This enables us to confirm that we are giving money to the right person. If you do not have ID, we will not be able to release money to you, even if you have been a member for a long time. You also need to give ID when you ask about your account on the phone.

Can someone else draw money for me if I can't get to the branch?

Other people cannot draw money from your accounts, unless we have a signed authority from you for them to do so in advance. If you give this authority, it only applies to your savings. **You cannot authorise someone else to collect a loan or to withdraw from Engage cards.**

What happens if I lose my Engage card or PIN?

If you lose your Card or PIN, it is your responsibility to contact the Contis Financial Services Customer Service on **0333 202 3642** to inform them and to request new details.

The credit union is not able to withdraw funds from your Engage account cards, either remotely or over the counter.

What can you do if something goes wrong? (Making a complaint)

If you think we have fallen short of the high service standards that we aspire to you are entitled to make a complaint. Please raise this with a member of staff. If you are still not satisfied, write to the Credit Union Manager stating your name and address and telling us what has happened. We will try to put things to rights, and also provide a copy of our complaints procedure. If we can't resolve your complaint you then have the right to take the matter to the Financial Ombudsman Service.

Please don't forget ...

Our staff and volunteers have the right to be treated well while they are trying to assist you. The Credit Union will not tolerate members being rude or abusive to staff under any circumstances, and may remove you from membership without warning for such behaviour.

For more information contact: **Lewisham Plus Credit Union Limited, 262 Kirkdale, Sydenham, London SE26 4RS, or your local branch. Tel: 020 8778 4738 Email: admin@pluscu.co.uk www.pluscu.co.uk**

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