



Key Facts for Loan Applications

<p>Eligibility</p>	<ul style="list-style-type: none"> You must be a member of the NHS (Scotland and North England) Credit Union Ltd Be at least 18 years old Live permanently in the United Kingdom Have 1 monthly/4 weekly deductions or Direct Debit into your Regular Savings Account Have 1 month's loan repayments plus £5.00 in your Regular Savings Account for Personal Loans and for Savings Secured Loans you must maintain the balance equal to your loan balance, and these funds are held for the duration of the loan.
<p>Loan Protection Cover</p>	<p>Loan Protection is a free safeguard offered by the NHS Credit Union. Your loved ones can be secure in the knowledge that your NHS Credit Union debt (up to a maximum of £15,000 and up to the age of 79) can be paid off, giving them peace of mind at a difficult and uncertain time. Loan Protection is provided as a member benefit by the NHS Credit Union. It is free to every member, subject to the terms and conditions. However, it should be remembered that the terms of this free member benefit may change from time to time. The applicable rates/amounts covered are those prevalent at the date of death.</p>
<p>Fees</p>	<p>We do not charge loan arrangement fees or early settlement fee's on any of our loan products.</p>
<p>Loan Amounts</p>	<p>We offer Personal Loans between £500.00 to £25,000.00 and Savings Secure Loans between £1.00 and £25,000.00. Subject to loan purpose and product type</p>
<p>Interest Term</p>	<p>You can choose to borrow over 1 to 7 years. Dependent on the loan purpose and product type.</p>
<p>Interest Rates</p>	<p>Interest rates for Personal Loans are dependent on the amount borrowed or the total outstanding balance if the loan is being re-financed. However, you will never pay a higher rate that the rate applicable for the total amount you are borrowing.</p> <p>APR is the Annual Percentage Rate which shows the overall cost of credit as an annual rate of charge. It takes into account the interest, charges and any other costs involved in getting credit, which makes it easy to compare across the market. The APR you will pay depends upon the amount you wish to borrow and a credit and affordability assessment conducted by us of your individual circumstances and may differ from the advertised Representative APR. We reserve the right to refuse any application and to refuse a loan for certain purposes.</p>
<p>Purpose of Loan</p>	<p>Our Personal, Savings Secured and Budget Loan can be used for almost any purposes, except debt consolidation, however we are unable to lend for certain purposes including gambling or to fund illegal activity.</p> <p>If you wish to apply for Debt Consolidation please call 0141 445 0022 or submit a Debt Consolidation Loan application online.</p> <p>Education loans must be used to help fund further education or training, and the funds are paid directly to the education provider.</p>
<p>Cancelation Rights</p>	<p>If no funds have been paid into your account and you wish to cancel your loan application, just let us know you no longer wish to proceed, and it will be withdrawn. This can be done via telephone, in writing or by coming into the branch.</p> <p>If funds have been paid into your account: -</p> <p>Loan agreement may be cancelled within 14 days after the loan is advanced to you by telling us in writing.</p> <p>Under the Financial Service (Distance Marketing) Regulations 2004, the Borrower may cancel this agreement, even if there has been face to face contact with the Lender regarding this agreement, within 14 days of the Borrower's receipt of these contractual terms and conditions. The cancellation period commences on the date the Borrower signed this agreement. The agreement can be cancelled after any funds paid to the Borrower under this agreement (minus any payments to the loan that the Borrower has paid to the Lender under this agreement) are returned to the Lender. There is no penalty or early repayment fee, however the loan must be paid in full together with all unpaid interest which may have accrued. Interest will run from the date of loan issue until the date of cancellation. Payments can be made via Faster Payment Bank Transfer. We do not accept debit card payments over the phone.</p> <p>Should the Borrower wish to exercise these cancellation rights, the Lender must receive written instruction at the Lender's registered address from the Borrower within 14 days of the Borrower signing this agreement</p>

	<p>To cancel please write to us at: NHS Credit Union, 9 Dava Street, Govan, Glasgow, G51 2JA Or you can write to the following email address: loans@nhscreidtunion.com Or send us a message through the Nivo App available to download on the App Store or Google Play Store.</p>
Complaints	<p>Should you not be satisfied at any time with the service you have received, please do not hesitate to contact us to discuss your concerns. We have an internal complaint's procedure and will handle your complaint promptly and thoroughly. If we are unable to resolve your complaint you can contact the Financial Ombudsman Service. Please contact the Credit Union office for further details where required.</p> <p>Financial Ombudsman Service Exchange Tower Harbour Exchange London E14 9SR</p>

Statement of Lender and Borrower Responsibilities

<p>Our lending commitments</p> <p>As a lender, we have responsibility to act fairly. This not sets out some of our key responsibilities and what we ask of you, to ensure that the relationship works well for both of us.</p> <ul style="list-style-type: none"> • We will lend responsibly and aim to provide a product that is affordable for you. • We will provide you with information about our products and services and how they work, in a clear and understandable way, so that you can decide what is best for you and your needs. • We will endeavour to make sure our products and services offer, wherever possible, the flexibility to meet your needs. • We will treat you fairly and reasonably at all times and make sure that you are provided with a high level of service. • If you tell us about any inaccuracies, for example around the personal information we hold about you, we will act quickly to put it right. • We will always aim to help you if we see, or you tell us, that you are having trouble financially. We will seek to understand your overall circumstances, try and identify options that you can afford and where appropriate provide a reference to free debt advice. <p>What we ask of you</p> <ul style="list-style-type: none"> • We ask you to think carefully about whether you can afford to repay the money you want to borrow and to be open in your dealings with us. • Take care of any PIN's, passwords, online log-in details and other security information to help prevent fraud and help us to protect your accounts. • Carefully check your account statements to make sure they are accurate. If anything isn't right, please get in touch with us. 	<p>Please let us know if</p> <ul style="list-style-type: none"> • Your contact details change, so we can keep our records up to date. • Your circumstances change, particularly if what's happened is likely to cause you difficulties in managing your account or financial problems. • You think that you won't be able to keep up with your repayments. The sooner you do this, the more likely it is we'll be able to find a way to help you. <p>We would also encourage you to refer to the terms and conditions associated with your Savings Account, Personal Loan, Savings Secured Loan, Debt Consolidation Loan or Budget Loan.</p>
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