

WELCOME TO INISHOWEN CREDIT UNION



Credit Union

Let's Grow Together

Inishowen Credit Union is a not-for-profit financial co-operative owned by and serving the needs of our members. We offer a personalised, friendly and confidential service to all our members.

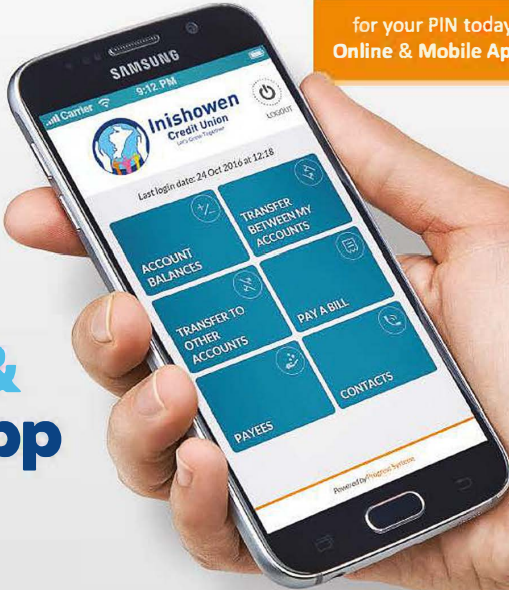


Inishowen
Credit Union
Let's Grow Together

Register at

www.inishowencu.ie

for your PIN today to access
Online & Mobile App Banking



Online & Mobile App Banking

- Move money between your accounts
- Move money to other bank accounts
- Check your balances
- Get your e-Statement
- Pay a bill
- Make a Payment

Mobile Banking App

AVAILABLE NOW

Email: info@inishowencu.ie

1 Search for Inishowen Credit Union

on  Download on the App Store or  Google play

2 Download the App to your Mobile Device

www.inishowencu.ie

What Is A Credit Union?



A credit union is a group of people, connected by a 'common bond' based on the area they live in, the occupation they work in, or the employer they work for, who save together and lend to each other at a fair and reasonable rate of interest. Credit unions offer members the chance to have control over their own finances by making their own savings work for them. Every credit union is owned by its members — the people who save with it and borrow from it.

Credit unions exist only to serve members — not to profit from their needs. Surplus income generated is returned to the members by way of a dividend and/or is directed to improved or additional services for members. Members' savings are used to fund loans to other credit-worthy members of the credit union. So, the money in a credit union always remains in the local community or 'common bond' that the credit union serves.



Credit Union

Let's Grow Together

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Credit Union
Let's Grow Together



IMPORTANT MEMBER INFORMATION



BUNCRANA

Mon: Closed
Tue: 10.00-4.00
Wed: 10.30-4.00
Thur: 10.00-4.00
Fri: 10.00-4.00
Sat: 9.30-2.00
Sun: Closed



CARNDONAGH

Mon: Closed
Tue: 10.00-4.00*
Wed: 10.30-4.00*
Thur: 10.00-4.00*
Fri: 10.00-4.00*
Sat: 9.30-2.00
Sun: Closed

*Lunch 2.00-2.30



MOVILLE

Mon: Closed
Tue: 10.00-4.00*
Wed: 10.30-4.00*
Thur: 10.00-4.00*
Fri: 10.00-4.00*
Sat: 9.30-2.00
Sun: Closed

*Lunch 1.00-1.30

How to register for online banking:

If you would like to register for online banking you can do so in any of our three branches, by emailing info@inishowencu.ie, by calling 07493 61017 or you can visit our website and complete the form, <https://www.inishowencu.ie/Register>

How to apply for a loan:

You can apply for a loan using any of the following options

- Apply online by visiting our website: <https://www.inishowencu.ie/Online-Loan-Application>
- Email our loans team: loans@inishowencu.ie
- Call us on 07493 61017
- Apply using the online banking app (if you have registered for online banking)
- Call into any of our three branches and speak to a member of our team.
- **Speed up your application** by signing up for **Open Banking**, no need to wait for statements from your bank.

Quick Lodge

Quick lodge is available in our Buncrana and Carndonagh Offices.

This facility offers members the quick and convenient option of depositing their lodgement or loan repayment into the quick lodge box, therefore avoiding the hassle of queues or delays.

Card payments

For any card payment queries please phone 07493 61017 and select option 2.

You can also make card payments online or through the app.

Direct Debit

Members can set up direct debits from their bank account to their credit union account. This can be done easily either in branch or over the phone.

Standing Order

Members can also set up standing orders from their bank directly into their credit union account, you will have to complete this yourself through your bank. Contact us to get your IBAN number.

Other queries

If you have any other queries please email us at info@inishowencu.ie and a member of our team will be in touch.

Life Savings Insurance is the Life Assurance cover Inishowen Credit Union provides for its eligible members (free of charge). The amount of insurance benefit to which a member is entitled is in proportion to the amount of savings the member has, and benefits are payable only on the death of a member (some terms and conditions apply).

- All Inishowen Credit Union’s member shares are insured up to a maximum of €10,200
- Withdrawals have a negative impact on Life Saving Insurance as the claim is based on lowest share balance after the age of 55
- Amounts lodged after age 70 are not insured, however withdrawals can affect benefits due

Age	% of savings covered	Insurance benefit
Up to age 55	100% of shares lodged up to your 55th Birthday (or lowest balance thereafter)	€1 per €1 saved, up to a maximum of 10,200
Age 55-60	75% of shares lodged from your 55th to your 60th Birthday (or lowest balance thereafter)	75c per €1 saved, up to a maximum of 10,200
Age 60-65	50% of shares lodged from your 60th to your 65th Birthday (or lowest balance thereafter)	50c per €1 saved, up to a maximum of 10,200
Age 65-70	25% of shares lodged from your 65th to your 70th Birthday (or lowest balance thereafter)	25c per €1 saved, up to a maximum of 10,200

A few examples:

- At age 55 you have €5,000 in your account. Should you pass away at this time, the insurance will pay out €5,000 which means your Nominee will receive €10,000 total.
- At age 55 you have €5,000 in your account. You withdraw €3,000, leaving your balance at €2,000. Should you pass away at this time, insurance will pay out €2,000, leaving your Nominee a total of €4,000.
- At age 55 you have €5,000 in your account. At age 63 you lodge another €3,000 bringing your shares to €8,000. Should you pass away at this time, the insurance would cover 100% of the €5,000 balance and 50% of the 3,000 lodgements. This means the insurance pay-out would be 6,500 and would leave your Nominee a total of €14,500.

Cultivate

Farm Friendly Finance

Cultivate is our lending product that empowers farming members to develop and future-proof their businesses by offering quick and easy access to finance.

Borrow up to

€75,000

over 7 years

6.55%

(6.75% APR)

Sample loan amount €30,000

Loan Term 7 years

Monthly: €446.21

Cost: €7,481.62

Total repayable €37,481.62

Whatever your needs:

- Invest in new or second hand machinery
- Upgrade your buildings and facilities
- Purchase additional livestock
- Obtain working capital
- Increase cashflow

Free Loan Protection Insurance*



- ✓ Unsecured
- ✓ Join and borrow straightaway
- ✓ Flexible repayments

www.inishowencu.ie
loans@inishowencu.ie
074 9361017



Regulation 76 Information update for the Introduction of Sepa Instant Payments.

Regulation 76 Information

The European Union (Payment Services) Regulations 2018 (the “Regulations”)

REGULATION 76 INFORMATION

This is your ‘framework contract’ with us which contains information specified under Regulation 76 of the Regulations to be given to you in relation to the particular account referenced below. It is in addition to any other terms and conditions as may comprise or form part of your Framework Contract with us and are applicable to such account (and/or any payments made or applied on such account) as we may advise you of from time to time.

Inishowen Credit Union Limited is regulated by the Central Bank of Ireland.

Contact details for the Central Bank are:

Registered Address: New Wapping Street, North Wall Quay, Dublin 1

Telephone: +353 (0)1 224 6000

Fax: +353 1 671 6550

Website: www.centralbank.ie

Contact Details for Inishowen Credit Union Ltd. are:

Address: Cockhill Road,
Buncrana,
Co. Donegal
Ireland
F93 XW97

Email: info@inishowencu.ie

Website: www.inishowencu.ie

Registered Number: 274CU

Opening Hours:

Buncrana Office

Monday: CLOSED
Tuesday: 10am – 4pm
Wednesday: 10:30am – 4pm
Thursday: 10am – 4pm
Friday: 10am – 4pm
Saturday: 9:30am – 2pm

Carn Office

Closed for lunch 2pm-2:30pm
Monday: CLOSED
Tuesday: 10am – 4pm
Wednesday: 10:30am – 4pm
Thursday: 10am – 4pm
Friday: 10am – 4pm
Saturday: 9:30am – 2pm

Moville Office

Closed for lunch 1pm-1:30pm
Monday: CLOSED
Tuesday: 10am – 4pm
Wednesday: 10:30am – 4pm
Thursday: 10am – 4pm
Friday: 10am – 4pm
Saturday: 9:30am – 2pm

Each of the above, other than Saturday or a public holiday in Ireland, being a “Business Day” for the purposes of the Framework Contract.

YOUR ACCOUNT

The following is a description of main characteristics of the account and payment services on the account:

Credit Union offers savings accounts to members with the following capabilities:

- Lodging and withdrawing funds
- Transferring funds internally to other accounts
- Acceptance of funds transferred into a members account by Standing Order/Electronic Funds Transfer/Payroll Deduction
- Acceptance of funds transferred into a members account by Debit Card
- Once off Electronic transfer of funds out of a members account
- Online account access
- Bill Pay
- ATM withdrawal cards

1. Giving an order for payment from your account:

When you give us an order to make a payment from your account, we will need you to provide us with the details of the beneficiary of the payment (i.e., their **IBAN**, together with any relevant identification details for the payment service provider (‘PSP’) with which they hold their account). Depending on how you place your order with us (i.e., online or in our offices) we may require you to verify that order by signature. In giving us this information, you will be consenting to our execution of that order for you. You cannot withdraw that consent after you have given it to us.

Credit Union now offers SEPA Instant Credit Transfers (SCT Inst), allowing members to make euro-denominated payments within 10 seconds across SEPA-participating financial institutions. These transactions can be executed 24/7/365, including weekends and holidays. To use SEPA Instant, members must provide the recipient’s IBAN and confirm transaction authorisation through online channels or in-office verification. We will notify you when an outgoing SEPA Instant Credit Transfer has been processed, indicating whether or not it was successful. If we do not receive confirmation within 10 seconds that the payment was successful, we will restore your Account to the state it would have been in had the transaction not taken place. If we subsequently receive confirmation that the transaction was actually successful, and the payment has been made, we reserve the right to debit your account and make any other necessary adjustments.

2. Cut-off times:

When we are given an order in relation to a payment on your account, we must be given that order before 4.00 p.m. on one of our Business Days. If we are given that order after that time, we will be deemed to have received that order on our next following Business Day. If we agree with you that an order is to be executed on a particular Business Day, then we will be deemed to have received that order on that particular Business Day.

While standard SEPA credit transfers must be initiated before 10:30 AM on a business day for same-day processing, SEPA Instant credit transfers do not have cut-off times and are processed immediately.

3. Execution times:

Once we are deemed to have received an order under 2 above, we have up to the end of the first Business Day following the date of deemed receipt under 2 above to so credit that amount. If the order is initiated by paper, we will have an extra Business Day to do this.

- **Standard SEPA Credit Transfer:** Funds are credited to the beneficiary's Payment Service Provider (PSP) **by the end of the next business day.**

- **SEPA Instant Credit Transfer:** Transactions are completed within 10 seconds, ensuring real-time payment availability.

4. Spending limits and payment instruments:

If we give you a payment instrument on your account (i.e., a card with a PIN number, or use of online channels with a password etc.), you may separately agree spending limits with us for use of a particular payment instrument.

If we give you such a payment instrument for your account, you must, as soon as you receive it, take all reasonable steps to keep its personalised security features safe. If the payment instrument is lost, stolen, misappropriated, or used in an unauthorised manner, you should notify us by phone at 074 9361017 during working hours. We reserve the right to block your use of a payment instrument for any of the following reasons:

- a) the security of the payment instrument;
- b) if we suspect that it is, or has been, used in an unauthorised or fraudulent manner;
- c) (if the payment instrument is connected with the provision by us of credit to you) a significantly increased risk that you may be unable to fulfil your obligations to pay; and
- d) our national or community obligations

If we block your use of a payment instrument, we will inform you about it and the reasons for it by letter, email, secure online account messaging, text or telephone unless giving you that information would compromise our security or would be prohibited by law.

Subject to any other applicable limits, you can set your own personal transaction limit for SEPA Instant credit transfers through online channels or in-office service requests. If you give us an order for a SEPA Instant credit transfer that exceeds the limit set by you it will be rejected. Any SEPA Instant credit transfer transaction limit set by you can be changed at any time through online channels or in-office service requests.

5. Charges

Currently accounts offered by Inishowen Credit Union have one charge levied relating to the recovery of bank charges in the event that a cheque lodged to a member's account is returned unpaid. The charge is €4.44 to cover the cost of bank charges.

6. Interest rates

If an interest rate applies to your account, you are told this when you open your account, and that interest rate is incorporated by reference into this Framework Contract. You can obtain confirmation of that interest rate by contacting us as set out at the top of page 1.

7. Exchange rates

If any payment on your account (including a withdrawal by you from your account) involves a currency conversion being made by us, we will use a reference exchange rate. The reference exchange rate will change each business day, and this is the basis on which we will calculate the actual exchange rate. On the date on which we effect the currency conversion, we will take the reference exchange rate that applies on that date, add a fixed amount of commission and the total will be equal to the actual exchange rate that is used by us in the currency conversion. You can find out the daily changes to the reference exchange rate by contacting us as set out at the top of this page.

SEPA Instant transactions are processed in EUR only. If a cross-currency transfer is required, it will be processed using standard SEPA credit transfer rules, subject to applicable exchange rates and conversion times.

8. Giving you information

If we need to give you information or notice of any matters relating to this Framework Contract Information, we will do so in writing, by secure email or by SMS text unless we state otherwise herein. Included in the Annual General Meeting Booklet or posted on the notice board in the office. Such information or notice will be given to you promptly upon the requirement to do so arising.

9. Regulation 76 Information

For as long as you hold an account with us, you have the right to receive, at any time and on request by you, a copy of this Regulation 76 information on paper or, if possible, by secure email.

10. Payment Errors and Unauthorised transactions

If money is paid into or out of your Account in error, you agree to let us reverse the payment and to correct the entries in your Account. If we do this, we do not have to contact you to tell you beforehand.

In certain circumstances we may request your authority to recover a misdirected payment which has been credited to your Account. If your authority is not forthcoming, we will provide such of your details as may be required to the relevant Payer in order to assist their recovery of the misdirected payment(s). If there are insufficient funds in your Account, then you will still be responsible for the payment of this amount, to include any costs or expenses we incur.

Where any adjustment has been made to your Account through no fault of ours, you may have to pay us any charges associated with doing this and we may take any amount you owe us from your Account.

If you become aware of a transaction on your account that is unauthorised or incorrectly executed, you must tell us without undue delay and, in any event, within thirteen months of that transaction being debited from your account. You will be entitled to rectification from us if that transaction was unauthorised or incorrectly executed. If the transaction was unauthorised, we will refund the amount of it to you and, if necessary, restore your account to the state that it would have been in if the unauthorised transaction had not taken place PROVIDED THAT:

a) you will bear the loss of an unauthorised transaction on your account, up to a total of €50, if the unauthorised transaction resulted from (a) the use of a lost or stolen payment instrument, unless the loss or theft of the payment instrument was undetectable by you, or (b) your failure to keep the personalised security features of that payment instrument safe;

b) you will bear all losses relating to an unauthorised transaction on your account if you incurred those losses by acting fraudulently or by failing, intentionally or with a gross lack of reasonable care, to keep the payment instrument and its security features safe, to use it in accordance with any terms that we tell you are applicable to it, and to notify us promptly of it being lost, stolen, misappropriated or used in an unauthorised manner;

c) so long as you have not acted fraudulently you will not bear any financial consequences resulting from the use of a lost, stolen or misappropriated payment instrument once you have notified us in accordance with this Regulation 76 Information that it has been lost, stolen or misappropriated.

11. Refunds of direct debits

If a direct debit is taken from your account but:

a) your direct debit authorisation did not specify the exact amount of the payment; and
b) the amount of the payment exceeded the amount you could reasonably have expected taking into account your previous spending patterns, this Regulation 76 Information and other relevant circumstances; and

c) you give us such factual information as we may require; and

d) you did not give us consent in advance to the direct debit being taken from your account; and
e) neither we nor the beneficiary of the direct debit made information available to you about the transaction at least four weeks before the debit date,

then you may request a refund from us of that direct debit. We will then have ten Business Days to refund you or give you reasons for our refusal to refund you and that your right to refer the matter to the Financial Services & Pensions Ombudsman.

You may also request a refund for any direct debit payment for any reason for an eight-week period following the debit date.

12. Unique identifier

To process a SEPA Credit Transfer or SEPA Instant Credit Transfer, you must provide the recipient's **International Bank Account Number (IBAN)**. This is the unique identifier required to ensure the correct execution of the payment. If an incorrect IBAN is provided, the transaction may be rejected or misdirected, and recovery efforts will follow standard non-execution procedures.

If you give us an order to make a payment from your account and we execute it in accordance with the unique identifier (IBAN) provided by you, we will be taken to have executed it correctly as regards the beneficiary of that order. If you give us an incorrect unique identifier, we will not be liable for the non-execution, or defective execution, of the order. We will, however, make reasonable efforts to recover the funds involved.

13. Our liability if you make a payment out of your account

If you give us an order to make a payment from your account, we are liable to you for its correct execution unless we can prove to you (and if necessary, to the beneficiary's PSP) that the beneficiary's PSP received the payment. If we are so liable to you for a defective or incorrectly

executed order, we will refund the amount of it to you and, if applicable, restore your account to the state that it would have been in if the defective or incorrect transaction had not taken place. Irrespective of whether we are liable to you or not in these circumstances, we will try to trace the transaction and notify you of the outcome.

14. Our liability if you receive a payment into your account

If the payer's PSP can prove that we received the payment for you, then we will be liable to you. If we are liable to you, we will immediately place the amount of the transaction at your disposal and credit the amount to your account. If you have arranged for a direct debit to be paid into your account, we will be liable to transmit that order to the payer's PSP. We will ensure that the amount of the transaction is at your disposal immediately after it is credited to our account. If we are not liable as set out above, the payer's PSP will be liable to the payer for the transaction. Regardless of whether we are liable or not, we will immediately try to trace the transaction and notify you of the outcome.

If a SEPA Instant Credit Transfer is received into a member's account, Credit Union will ensure that funds are immediately credited and available for use, in accordance with **EU Regulation 2021/1230**. If there are any delays due to system outages or security checks, the Credit Union will notify the affected member immediately.

15. Security and Fraud Prevention Measures

Due to the **irreversible nature** of SEPA Instant Credit Transfers, Inishowen Credit Union has implemented enhanced fraud detection and monitoring measures. Members are encouraged to verify recipient details before initiating a SEPA Instant Credit Transfer, as unauthorized transactions may not be recoverable.

When making a SEPA Credit Transfer or SEPA Instant Credit Transfer you may be asked to verify the unique identifier and beneficiary details provided. This is known as Verification of Payee, and it is important that you check the response provided by the PSP of the beneficiary. If you tell us to proceed with a payment following the Verification of Payee response, we will rely on the details provided by you and will have no liability to you if the details provided were incorrect.

If the Verification of Payee service is not available when it should be or if it incorrectly indicates a match resulting in the incorrect execution of the transaction, we will refund you and restore your account to the state it would have been in if the transaction not taken place.

For further details regarding SEPA Instant Credit Transfers and compliance with **PSD2 and SEPA Scheme Rules**, members can contact our support team or visit the Credit Union's website.

16. Duration, changes, and termination

Your contract with us, as detailed in this Framework Information, is of indefinite duration.

If we want to change any part of this Regulation 76 Information (other than our telephone number), we will usually give you at least two months' written notice of the proposed change where required by law to do so. If you do not notify us within that two-month period that you do not accept the proposed change, you will be deemed to have accepted it. If you do not want to accept the proposed change, you must notify us in writing and you will be allowed to terminate your contract with us in relation to the account to which this Framework Contract Information relates immediately and without charge before the end of that two-month period. If we change an interest rate or an exchange rate in a way that is more favourable to you, we have the right to apply that change immediately and write to you soon afterwards confirming that change.

There are certain circumstances where we may give you shorter notice than two months or where we will not tell you about changes or tell you about changes after we make them. This may happen where:

- (a) the change is in your favour (e.g. where we reduce fees and charges on your Account or change an interest or exchange rate in your favour);
- (b) the change is required under law or regulation by a particular date, and there is not enough time to give you the usual notice;
- (c) the change is to introduce a new product or service that you can use in relation to your Account;
- (d) the change has no impact on the operation of your Account (for example, we make a change to a term we use to describe something in this Agreement); or
- (e) the change relates to certain benefits that may apply to your Account that are subject to eligibility criteria and their own terms and conditions.

We can also change an exchange rate immediately and without notice if that change is based upon the reference exchange rate agreed in this Framework Contract.

You may terminate your contract with us in relation to the account to which this Framework Contract relates on one months' notice in writing. We may terminate our contract with you in relation to the account to which this Framework Contract relates on giving you two months' notice in writing.

17. Governing law and language

This Framework Contract shall be governed by and construed in accordance with the laws of Ireland, and all communication between us and you during our contractual relationship shall be conducted in English.

18. Redress

If you have a complaint in relation to the matters governed by the Framework Contract, you can write to us and we will deal with your complaint in accordance with our obligations under the Regulations. If you are not satisfied with the outcome of the internal process, you may refer your complaint to the Financial Services and Pensions Ombudsman. Contact details are as follows: Financial Services and Pensions Ombudsman Bureau, 3rd Floor, Lincoln House, Lincoln Place, Dublin 2 D02 VH29. Tel. (01) 567 7000 E-mail: info@fspoi.ie

19. Consent

By maintaining and/or carrying our transactions on this account, you explicitly consent to us accessing, processing, and retaining personal data necessary for the provision of these payment services.



**NEED SOME
WHEELS?**

7.5%

(7.78% APR)

**JOIN AND BORROW
STRAIGHTAWAY!!**



074 9361017

loans@inishowencu.ie

www.inishowencu.ie

Sample loan amount €10,000

Loan Term 5 years, Weekly Repayments of €46,

Total cost of credit €1,992, Total repayments: €11,992

**FOR MEMBERS
NOT PROFIT**

16

Inishowen Credit Union Limited is regulated by the Central Bank of Ireland. Loans are subject to approval. Terms & Conditions apply. If you do not meet the repayments on your loan, your account will go into arrears. This may affect your credit rating which may limit your ability to access credit in the future.

INISHOWEN CREDIT UNION

MEMBERS' ALL CASH PRIZE DRAW

TOP CASH PRIZE OF

€10,000



MEMBERS DRAW
€10 EACH DRAW
ENTER TO WIN!



REF: NOV 2021

MEMBERS DRAW
€10 EACH DRAW
ENTER TO WIN!

TOP CASH PRIZE OF €10,000

Buncrana | Carndonagh | Moville
E: info@inishowencu.ie
www.inishowencu.ie



Inishowen Credit Union Limited is regulated by the Central Bank of Ireland. Registered No. 274 CU

INISHOWEN CREDIT UNION

MEMBERS' ALL CASH PRIZE DRAW



Credit Union
Let's Grow Together

TERMS AND CONDITIONS

ENTRY FORM

Please complete this form in BLOCK LETTERS. I wish to be included in the Inishowen Credit Union All Cash Prize Draw and I have read and understand the terms and conditions. I hereby authorise the deduction in advance of the draw of €10.00 from my shares and twice yearly thereafter, unless I give you written notice to cancel my subscription.

NAME	_____
ADDRESS	_____
EMAIL	_____
TELEPHONE	_____
MEMBER NUMBER	_____
DATE	_____

By email, this help will represent a significant cost saving for your Credit Union. E-Statements E-ACH If you wish to receive such marketing communications, please tick MAIL, TEXT, TELEPHONE. Please sign this section below authorising us to send these electronically. You have the right to notify us of change at any time of your right to refuse such marketing. By writing to Inishowen Credit Union, Cockhill Road, Buncrana or emailing info@nishowencreditunion.ie or by using the "opt-out" options in any marketing message we send you.

1. Entry is limited to one entry per member per draw.
2. Participation in the draw is limited to eligible members of Inishowen Credit Union Limited and they must be 18 years of age or over on or before the date of draw.
3. Directors, Board Oversight Committee members and staff of Inishowen Credit Union are not eligible to enter the prize draws.
4. Other volunteers of the Inishowen Credit Union are eligible to participate in the draw.
5. Family members of Directors, Board Oversight Committee members and staff of Inishowen Credit Union are eligible to participate in the draw.
6. With regard to joint accounts, the first named member is deemed to be the account holder for the purpose of the draw.
7. Participation in the draw is recorded & such records are held in the credit union's registered office in accordance with applicable data protection legislation.
8. The credit union will retain members' authorisation and withdrawal forms in accordance with data protection legislation.

WIN

9. A written record of winners and their prizes shall be retained, subject to data protection legislation.
 10. Subscriptions of €10 are deducted twice a year from the participating members share balance. The draw is held twice a year.
 11. All subscriptions collected from members will be used to pay for the prizes and operating costs of the draw.
 12. It is the member's responsibility to ensure that sufficient funds are in place at the relevant time to enable their entry to be included. Inishowen Credit Union has no obligation to notify members with insufficient funds in their account. Sufficient funds is deemed to be at least €10 above the minimum share balance of €10 i.e. at least €20 in the account.
 13. Deductions shall continue until the member notifies the credit union in writing to cease same.
 14. The main prize will be for €10,000 cash. The Board of Directors retains the right to amend the prize. Members will be provided with one month's notice of this change.
 15. The draw will be non-profit making. Any surplus funds will be disposed of by way of additional prizes. The value of any such prizes will be at the sole discretion of the Board of Directors and will be carried out in accordance with the break-even basis of the draw.
16. Where there are multiple prizes, the order of the draw will be decided in advance by the Board of Directors.
 17. The draw will take place in the main Inishowen Credit Union office at Cockhill Road, Buncrana under the supervision of the following: one member of the Board of Directors, one member of the Board Oversight Committee and one Independent Observer.
 18. The winning members will be notified by phone and post within five working days of the draw, and the winners' names and photos may be displayed in all Inishowen Credit Union offices and in other credit union publications, subject to the member's consent and data protection legislation.
 19. All cash prizes to be lodged to the members account, subject to share limits.
 20. In the event of the winner being in default of any financial commitment to Inishowen Credit Union, the delivery of the cash prize may be delayed until such default is rectified and, if necessary, the prize proceeds may be utilised in order to meet such commitments and the remaining proceeds, if any, paid to the winner.
 21. The accounts and systems of control governing the draw will be audited annually by the external auditor and/or the internal audit function of the Inishowen Credit Union.
 22. Audited financial accounts of the draw fund will be presented to the Annual General Meeting of Inishowen Credit Union as part of the annual accounts of the credit union.
 23. In the event that insufficient numbers subscribe to the draw, it may be suspended, amended or discontinued at the discretion of the Board of Directors. Notice of a change in circumstances will be provided to the members in good time. Any payment made by members in respect of a discontinued draw will be reimbursed to members.
 24. The decision of the Board of Directors concerning the interpretation of the foregoing terms and conditions on any matter pertaining to the draw shall be final and not subject to appeal.

€10,000 CASH

Where a cash prize lodgement takes a winning member over the share cap in place at that time, An exception would be made for the lodgement, as long as the shares remain below €100,000.

Deposit Guarantee Scheme – Depositor Information Sheet

Basic information about the protection of your eligible deposits:

- Eligible deposits in Inishowen Credit Union Limited are protected by the Deposit Guarantee Scheme (DGS) ¹
- The limit of protection is €100,000 per depositor, per credit institution ²
- If you have more eligible deposits at the same credit institution, all your eligible deposits at the same credit institution are 'aggregated' and the total is subject to the limit of €100,000 ²
- If you have a joint account with other person(s) the limit of €100,000 applies to each depositor separately ³
- The reimbursement period in case of the credit institution's failure is 20 working days
- The currency of the reimbursement will be Euro or, for branches of Irish banks operating in another member state of the EEA, the currency of that member state

- You can contact Inishowen Credit Union Limited for enquiries relating to your account via

Mail: Inishowen Credit Union Limited
Cockhill Road
Buncrana
Co Donegal
F93 XW97

Telephone: 074 9361017

Email: info@inishowencu.ie

- You can contact the DGS for further information on compensation via

Mail: Deposit Guarantee Scheme
Central Bank of Ireland
PO Box 11517
Spencer Dock
North Wall Quay
Dublin 1

Telephone: 1890-777777

Email: info@depositguarantee.ie

- For more information visit www.depositguarantee.ie

Additional Information

(1) Scheme responsible for the protection of your deposit

Your deposit is covered by a statutory deposit guarantee scheme. If insolvency should occur, your eligible deposits would be repaid up to €100,000.

(2) General limit of protection

If a covered deposit is unavailable because a credit institution is unable to meet its financial obligations, depositors are repaid by the DGS. This repayment covers a maximum of €100,000 per person per credit institution. This means that all eligible deposits at the same credit institution are added up in order to determine the coverage level. If, for instance, a depositor holds a savings account with €90,000 and a current account with €20,000, he or she will only be repaid €100,000.

(3) Limit of protection for joint accounts

In the case of joint accounts, the limit of €100,000 applies to each depositor. However, eligible deposits in an account to which two or more persons are entitled as members of a business partnership, association or grouping of a similar nature, without legal personality, are aggregated and treated as if made by a single depositor for the purpose of calculating the limit of €100,000.

In some cases, eligible deposits which are categorised as “temporary high balances” are protected above €100,000 for six months after the amount has been credited or from the moment when such eligible deposits become legally transferable. These are eligible deposits relating to certain events which include:

- a) Certain transactions relating to the purchase, sale or equity release by the depositor in relation to a private residential property;
- b) Sums paid to the depositor in respect of insurance benefits, personal injuries, disability and incapacity benefits, wrongful conviction, unfair dismissal, redundancy, and retirement benefits;
- c) The depositor’s marriage, judicial separation, dissolution of civil partnership, and divorce;
- d) Sums paid to the deposit in respect of benefits payable on death; claims for compensation in respect of a person’s death or a legacy or distribution from the estate of a deceased person.

More information can be obtained at www.depositguarantee.ie

(4) Reimbursement

The responsible deposit guarantee scheme is:

Deposit Guarantee Scheme, Central Bank of Ireland, PO Box 11516, Spencer Dock, North Wall Quay, Dublin 1.
Tel: 1890-777777. Email: info@depositguarantee.ie. Website: www.depositguarantee.ie.

It will repay your eligible deposits (up to €100,000) within 10 working days from 1 January 2021 to 31 December 2023; and within 7 days from 1 January 2024 onwards, save where specific exceptions apply.

Where the repayable amount cannot be made available within seven working days depositors will be given access to an appropriate amount of their covered deposits to cover the cost of living within five working days of the request. Access to the appropriate amount will only be made on the basis of data provided by the credit institution. If you have not been repaid within these deadlines, you should contact the deposit guarantee scheme.

Other Important Information

In general, all retail depositors and businesses are covered by the Deposit Guarantee Scheme. Exceptions for certain deposits are stated on the website of the Deposit Guarantee Scheme. Your credit institution will also inform you on request whether certain products are covered or not. If deposits are eligible, the credit institution shall also confirm this on the statement of the account.

A NOMINATION is a legally binding, written instruction that tells the Credit Union what to do with your savings after your death.

Members over 16 years are encouraged to nominate a person(s) to receive their credit union property in the event of their death. The maximum amount you can nominate is €27,000. This means that on your death, your savings will not form part of your estate and can be distributed without delay to the person(s) you have named on your Nomination Form

Key Points when completing your Nomination Form

- The statutory maximum amount that can pass under a nomination is €27,000. Any amount in excess of this balance becomes part of the deceased member's estate.
- A nomination must be in writing. Nomination forms are available in all our branches.
- If a member elects not to complete a nomination, the proceeds of their account become part of their estate on their death and are dealt with under their will or under the rules of intestacy if they make no will, or under the small payments provision*.
- A member can at any time change their nomination by completing a new form and returning it to the credit union during their lifetime, any previous nomination is then automatically revoked.
- An officer of Inishowen Credit Union cannot be a nominee unless the nominator is a member of their family.
- A person under 16 years of age cannot make a valid nomination.

As a Nomination overrides a will it is important to have a nomination and keep it up to date.

When should I update the Nomination on my Account?

Have you recently:

- Reached the age of 16years?
- Married?
- Divorced/Separated?
- Had a death in the Family?

If you answer yes to any of these questions, it's time to update your Nomination Form.

Making sure your Nomination Form is up to date couldn't be easier, and you should do this on a regular basis. Simply ask any member of staff to check whom you have nominated as beneficiary on your account. If you would like to change the nominated beneficiary, then simply fill out a new Form of Nomination and leave the rest to us.

It is each member's personal responsibility to ensure that their nomination is current, and we would encourage all members to ensure they have an up-to-date nomination form on file.

A change in family status doesn't automatically change a previous Nomination Form (Beneficiary); a benefactor on an old form could still receive the benefits you designated.

* Small payment provision – where no valid nomination exists and the amount in the deceased's account is under €15,000 in total (including any insurance proceeds), the Board of Directors of the credit union may, without letters of administration or probate of any will, distribute the deceased's property in the credit union to such persons as appears to the Board to be entitled by law to receive it.

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074 9361017

loans@inishowencu.ie

www.inishowencu.ie

Sample loan amount €10,000

Weekly Repayments of €45,

Total cost of credit €1,575

Total repayment: €11,575

Inishowen Credit Union

Account Opening Privacy Notice

Credit Union Contact Details	
Address	Inishowen Credit Union
	Cockhill Road
	Buncrana
	Co Donegal
Phone	074 9361017
Email	info@inishowencu.ie

Inishowen Credit Union is committed to protecting the privacy and security of your personal information. This privacy notice describes how we collect and use personal information about you during and after your relationship with us.

This Privacy Notice is to provide you with information regarding the processing of information about you for account related purposes and other general purposes. If you apply for a loan with us, you will be provided with our Lending Privacy Notice to take account of further processing that may be necessary.

Purpose of Data Collection, Processing or Use

A credit union is a member-owned financial cooperative, democratically controlled by its members, and operated for the purpose of promoting thrift, providing credit at competitive rates, and providing other financial services to its members. Data collection, processing and use are conducted solely for the purpose of carrying out the above mentioned objectives.

What personal data do we use?

We may collect, store, and use the following categories of personal information about you:

Your name, address, date of birth, email, telephone, financial data, status and history, transaction data, contract data, details of the credit union products you hold with us, connected member data, signatures, identification documents, occupation, source of wealth, source of funds, Politically Exposed Status, accommodation status, nominations, Tax Identification/PPSN numbers, passport details, driver licence details, tax residency, interactions with credit union staff and officers on the premises, by phone, or email, current or past complaints, CCTV footage, telephone voice recordings.

The purposes for which we use your personal data:

We will use your personal data to assist us in carrying out the following:

- To open and maintain an account for you.
- To meet our obligations under the Credit Union's Standard Rules.
- To contact you in respect of your account and any product or service you avail of.
- To comply with our legal obligations, for example anti-money laundering and identifying a connected borrower.

We may also collect, store and use "special categories" of more sensitive personal information including; information about your health, any medical conditions and health and sickness (See Insurance for further details).

How we use particularly sensitive personal data

"Special categories" of particularly sensitive personal data require higher levels of protection. We need to have further justification for collecting, storing and using this type of personal information. We may process special categories of personal data in the following circumstances:

1. In limited circumstances, with your explicit written consent.
2. Where we need to carry out our legal obligations and in line with our data protection policy.
3. Where it is needed in the public interest, and in line with our data protection policy.

Less commonly, we may process this type of information where it is needed in relation to legal claims or where it is needed to protect your interests (or someone else's interests) and you are not capable of giving your consent, or where you have already made the information public.

How secure is my information with third-party service providers?

All our third-party service providers are required to take appropriate security measures to protect your personal data in line with our policies. We do not allow our third-party service providers to use your personal data for their own purposes unless they are deemed to be controllers in their own right. We only permit them to process your personal data for specified purposes and in accordance with our instructions. Usually, information will be anonymised but this may not always be possible. The recipient of the information will also be bound by confidentiality obligations.

If you fail to provide personal information

If you fail to provide certain information when requested, we may not be able to perform the contract we have entered into with you or we may be prevented from complying with our legal obligations.

Change of purpose

You can be assured that we will only use your data for the purpose it was provided and in ways compatible with that stated purpose. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Profiling

We sometimes use systems to make decisions based on personal data we have (or are allowed to collect from others) about you. This information is used for loan-assessment, provisioning, and anti-money laundering purposes and compliance with our legal duties in those regards. We also carry out profiling in order to tailor our marketing to you by sending you relevant messages about our products and services.

Data Retention Periods

We will only retain your personal data for as long as necessary to fulfil the purpose(s) for which it was obtained, taking into account any legal/contractual obligation to keep it. Where possible we record how long we will keep your data. Where that is not possible, we will explain the criteria for the retention period. This information is documented in our Records Management and Retention Policy.

Once the retention period has expired, the respective data will be permanently deleted. Please see our retention periods below.

- **Accounting records** required to be kept further to the Credit Union Act, 1997 (as amended) must be retained for not less than six years from the date to which it relates.
- The **money laundering and terrorist financing** provisions of Anti-Money Laundering and Combating Terrorist Financing legislation require that certain documents must be retained for a period of five years after the relationship with the member has ended.
- We keep **income tax** records for a period of six years after completion of the transactions to which they relate.
- **CCTV footage** which is used in the normal course of business (i.e. for security purposes) for one month.

Planned data transmission to third countries

There are no plans for a data transmission to third countries.

Updates to this notice

We will make changes to this notice from time to time, particularly when we change how we use your information, and change our technology and products. You can always find an up-to-date version of this notice on our website at <http://www.inishowencu.ie> or you can ask us for a copy.

Our use and sharing of your information

We will collect and use relevant information about you, your transactions, your use of our products and services, and your relationships with us. We will typically collect and use this information for the following purposes:



Fulfilling contract

This basis is appropriate where the processing is necessary for us to manage your accounts and credit union services to you

Administrative Purposes: We will use the information provided by you, either contained in this form or any other form or application, for the purpose of assessing this application, processing applications you make and for maintaining and administering any accounts you have with the credit union.

Third parties: We may appoint external third parties to undertake operational functions on our behalf. We will ensure that any information passed to third parties conducting operational functions on our behalf will do so with respect for the security of your data and will be protected in line with data protection law.

Irish League of Credit Unions (ILCU) Affiliation: The ILCU (a trade and representative body for credit unions in Ireland and Northern Ireland) provides professional and business support services such as marketing and public affairs representation, monitoring, financial, compliance, risk, learning and development, and insurance services to affiliated credit unions. As this credit union is affiliated to the ILCU, the credit union must also operate in line with the ILCU Standard Rules (which members of the credit union are bound to the credit union by) and the League Rules (which the credit union is bound to the ILCU by). We may disclose information in your application or in respect of any account or transaction of yours from the date of your original membership to authorised officers or employees of the ILCU for the purpose of the ILCU providing these services to us.

The Privacy Notice of ILCU can be found at www.creditunion.ie

The ILCU Savings Protection Scheme (SPS): We may disclose information in any application from you or in respect of any account or transaction of yours from the date of your original membership to authorised officers or employees of the ILCU for the purpose of the ILCU providing these services and fulfilling requirements under our affiliation to the ILCU, and the SPS.

For the processing of electronic payments services on your account (such as credit transfers and standing orders), the Credit Union is a participant of CUSOP (Payments) DAC ("CUSOP"). CUSOP is a credit union owned, Independent, not-for-profit company that provides an electronic payments service platform for the credit union movement in Ireland. CUSOP is an outsourced model engaging third party companies, such as a Partner Bank, to assist with the processing of payment data.

Insurance: As part of our affiliation with the ILCU, we purchase insurance from ECCU Assurance DAC (ECCU), a life insurance company, wholly owned by the ILCU. To administer these insurances we may pass your information to ECCU and it may be necessary to process 'special category' personal data about you. This includes information about your health which will be shared with ECCU for the purposes of our life assurance policy to allow ECCU to deal with insurance underwriting, administration and claims on our behalf. Further information can be found in our lending privacy notice in relation to loan protection insurance.

Member Service: We may use information about your account to help us improve our services to you.



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year for three years

For more information
scan the QR code or visit

WWW.INISHOWENCU.IE

STUDENT BURSARY AWARDS





Legal Duty

This basis is appropriate when we are processing personal data to comply with an Irish or EU Law.

Tax liability: We may share information and documentation with domestic and foreign tax authorities to establish your liability to tax in any jurisdiction. Where a member is tax resident in another jurisdiction the credit union has certain reporting obligations to Revenue under the Common Reporting Standard. Revenue will then exchange this information with the jurisdiction of tax residence of the member. We shall not be responsible to you or any third party for any loss incurred as a result of us taking such actions.

Under the "Return of Payments (Banks, Building Societies, Credit Unions and Savings Banks) Regulations 2008" credit unions are obliged to report details to the Revenue in respect of dividend or interest payments to members, which include PPSN where held.

Regulatory and statutory requirements: To meet our duties to the Regulator, the Central Bank of Ireland, we may allow authorised people to see our records (which may include information about you) for reporting, compliance and auditing purposes. For the same reason, we will also hold the information about you when you are no longer a member. We may also share information with certain statutory bodies such as the Department of Finance, the Department of Social Protection and the Financial Services and Pensions Ombudsman Bureau of Ireland if required by law.

Compliance with our anti-money laundering and combating terrorist financing obligations: The information provided by you will be used for compliance with our customer due diligence and screening obligations under anti-money laundering and combating terrorist financing obligations under The Money Laundering provisions of the Criminal Justice (Money Laundering and Terrorist Financing) Act 2010, as amended by Part 2 of the Criminal Justice Act 2013.

Audit: To meet our legislative and regulatory duties to maintain audited financial accounts, we appoint an external auditor. We will allow the external auditor to see our records (which may include information about you) for these purposes.

Nominations: The Credit Union Act 1997 (as amended) allows members to nominate a person(s) to receive a certain amount from their account on their death, subject to a statutory maximum. Where a member wishes to make a nomination, the credit union must record personal data of nominees in this event.

Incapacity to Act on your account: The Credit Union Act 1997 (as amended) provides, in the circumstances where you become unable to transact on your account, due to a mental incapacity and no person has been legally appointed to administer your account, that the Board may allow payment to another who it deems proper to receive it, where it is just and expedient to do so, in order that the money be applied in your best interests. In order to facilitate this, medical evidence of your incapacity will be required which will include data about your mental health. This information will be treated in the strictest confidentiality.



Legitimate interests

A legitimate interest is when we have a business or commercial reason to use your information. But even then, it must not unfairly go against what is right and best for you. If we rely on our legitimate interest, we will tell you what that is.

CCTV: We have CCTV footage installed on the premises with clearly marked signage. The purpose of this is for security, public safety and the prevention and detection of fraud.

Our legitimate interest: With regard to the nature of our business, it is necessary to secure the premises, property herein and any staff /volunteers/members or visitors to the credit union.

Voice Recording: We record phone conversations both incoming and outgoing for the purpose of verifying information and quality of service

Our Legitimate Interest: To ensure a good quality of service, to ensure that correct instructions were given or taken due to the nature of our business and to quickly and accurately resolve any disputes.



Your consent

We will only carry out processing which is based on your consent and will cease processing once you withdraw such consent

Marketing and Market Research

To help us improve and measure the quality of our products and services we undertake market research from time to time. This may include using the Irish League of Credit Unions and/or specialist market research companies.

Art Competition

This credit union is involved with the Art competition in liaison with the ILCU. Upon entry you will be given further information and asked for your consent to the processing of personal data. Your information is processed only where you have given consent. Where the person providing consent is below 16 then we ask that the parent/legal guardian to provide the appropriate consent. A separate privacy notice is included in the Art Competition entry forms.

Schools Quiz

This credit union is involved in the Schools Quiz in liaison with the ILCU. The Schools Quiz is open to entrants aged 4 to 13. Upon entry parent/legal guardians will be given further information and asked for their consent to the processing of their child's personal data. This information is processed only where consent has been given. A separate privacy notice is included in the School Quiz entry forms.

Your Marketing Preferences








As part of improving our service to you, from time to time, we would like to inform you of goods, services, competitions and/or promotional offers available from us. We may wish to use different means when sending such marketing communications.

You have a right to notify us free of charge at any time that you wish to refuse such marketing by writing to us at our address at the top of this document or by using the "opt-out" options in any marketing message we send you.

Please contact us directly should you wish to change or withdraw your consent.

Your Rights

The following are your rights in connection with your personal data.

	To find out whether we hold any of your personal data and if we do to request access to that data and to be furnished a copy of that data. You are also entitled to request further information about the processing.
	Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you rectified.
	Request erasure of your personal information. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing (see below).
	Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal data for direct marketing purposes.
	Request the restriction of processing of your personal information. You can ask us to suspend processing personal data about you, in certain circumstances.
	Where we are processing your data based solely on your consent you have a right to withdraw that consent at any time and free of charge.
	Request that we: a) provide you with a copy of any relevant personal data in a reusable format; or b) request that we transfer your relevant personal data to another controller where it's technically feasible to do so. <i>Relevant personal data</i> is personal data that: You have provided to us or which is generated by your use of our service, which is processed by automated means and where the basis that we process it is on your consent or on a contract that you have entered into with us.

You have a right to complain to the Data Protection Commissioner in respect of any processing of your data at

Post

Data Protection Commissioner
Canal House Station Road
Portarlinton R32 AP23 Co. Laois

Telephone

+353 (0)57 868 4800
+353 (0)761 104 800
1890 252 231

E-mail

info@dataprotection.ie

Please note that the above rights are not always absolute and there may be some limitations

if you want access to and/ or copies of any of your personal data or if you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we send you or a third party a copy your relevant personal data in a reusable format please contact our Data Protection Representative in writing using the contact details above.

There is no fee in using any of your above rights, unless your request for access is clearly unfounded or excessive. We also reserve the right to refuse to comply with the request in such circumstances.

We may need to verify your identity if we have reasonable doubts as to who you are this is another appropriate security measure to ensure that personal data is not disclosed to any person who has no right to receive it.

Ensuring our information is up to date and accurate. We want the service provided by us to meet your expectations at all times. Please help us by telling us straight away if there are any changes to your personal information. If you wish to avail of either of these rights, please contact us in writing using our contact details at the top of this document.

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Big plans don't have to mean big repayments!



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7.19%
APR

T&C'S APPLY

ONLINE
LOAN
APPLICATIONS

Speak to us today about your loan,
designed for you, on your terms.

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Credit Union
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