

Facts

Eligibility	<ul style="list-style-type: none"> ▪ You must be a member of the NHS (Scotland and North England Credit Union Ltd ▪ You must be over 18 years old ▪ To qualify for a Secured Loan the balance in your Member Account (Share One) must be equal to or greater than the amount of the loan you will be applying for
Loan Protection Cover	NHS (Scotland and North England) Credit Union Ltd provide free Life Insurance cover for your Personal Loan up to the age of 79. The Loan protection cover allows us to make a claim upon your death or permanent disability and clear your outstanding loan balance. Terms and Conditions Apply.
Fees	We do not charge a Loan arrangement fee or an early settlement fee.
Minimum Loan Amount	The minimum Savings Secured Loan available is £1.00?
Maximum Loan Amount	The maximum Savings Secured Loan available is £25,000.00
Term Repayment	Savings Secured Loan terms are 1 month to 120 months
Interest Rate	The Savings Secured Loan interest rate is fixed at 3.1% APR
Attachment of Savings	For all Savings Secured Loans you are required to maintain in your Member Account (Share One) a minimum balance equal to your Savings Secured Loan balance, however you may withdraw any savings in excess of this amount.
Purpose of Loan	Savings Secured Loans can be used for any purpose excluding Debt Consolidation.
Applying for a Savings Secured Loan	<ul style="list-style-type: none"> • You can apply online through the NHS secure Member's Area at www.nhs.cuaccount.com/login/ if you are registered for online banking • You can apply via the NHS secured messaging App at: https://app.nivohub.com/?NHSCU • If you want to discuss your application with a Member Engagement Officer call 0141 445 0022 and select option 1
Signing of Documents	Wherever possible we will send your Budget Loan documentation through the NHS secure Member's Area at the time of application, allowing you to immediately electronically sign and return your documents to us.

	<p>If we are unable to send your documentation electronically, we will send your documents to you via 1st class post.</p> <p>A large print copy can be made available upon request.</p>
Transfer of Loan Funds	<p>We aim to transfer you loan funds to your nominated bank account that same day your loan is approved and certainly within 24 hours, if your loan is approved prior to 12 noon Monday to Friday excluding bank holidays.</p>
Cancellation Rights	<p>If you wish to cancel your loan application, and no funds have been paid into your account, just let us know you no longer wish to proceed, and it will be withdrawn.</p> <p>If your loan has been approved and loan funds have been allocated to your loan account, you can cancel the Loan Agreement within 14 days on receipt of the contractual Terms and Conditions as per the Financial Service (Distance Marketing) Regulations 2004. The Loan must be repaid in full together with all unpaid interest which may have accrued.</p>

Statement of Lender and Borrower Responsibilities

Our lending commitments

As a lender, we have responsibility to act fairly. This sets out some of our key responsibilities and what we ask of you, to ensure that the relationship works well for both of us.

- 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 and try to identify options that you can afford and where appropriate provide a reference to free debt advice.

What we ask of you

- 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.

Please let us know if

- 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.

We would also encourage you to refer to the terms and conditions associated with your Savings Secured Loan.