

Why we need your ID.

When you open an account with Tamworth Credit Union Limited you will be asked to provide information or documents to confirm your identity.

We ask for this information to comply with money laundering regulations and to help stop criminals using the Credit Union to launder money

As well as our legal responsibility, it is our aim to try and combat financial crime and protect our customers from fraud.

The regulations also protect you from criminals who might otherwise falsely use your name, without you ever knowing (identity Fraud)

Criminals need to hide the money they make from their illegal activities so it can't be traced by the authorities. They may do this by trying to get their money into a financial institute often using a false name and address, because once the money is in the financial system it's harder to track down and confiscate.

Identity check.

When you open an account with us, we'll ask you to prove who you are and where you live. The evidence you give us, confirming your name and address, helps us to stop anyone else from falsely using your details to open an account.

Documents that can be used to confirm your identity: original documents only.

Current Signed Passport, Current UK Driving Licence or a Blue disabled drivers badge, E.U. members State ID card, Residence permit (issued by the Home Office to E.U. nationals, Benefit book or original letter from the Benefits Agency (e.g. Pensions Service, Jobcentre plus, child benefit office, etc)

Documents you can use to confirm your home address: original documents only.

Bills – recent utility or council tax bills, official letters – UK solicitor, benefits agency, recent statements – bank, building society, credit card statement, mortgage,
other – council rent card, tenancy agreement

Data Protection Act.

- The Credit Union will also be maintaining records of a wide range of information on electronic retrieval and other systems and we acknowledge our legal obligation of the Data Protection Act 1998 by registering with the Data Protection Registrar.
- The Credit Union understands confidentiality to mean that every member can be confident that information about her or him is kept completely private unless a court of law orders otherwise.
- We will not Pass your Data on to any other companies.
- We will treat all such personal information as private and confidential
- You have a legal right upon written request to view all information and apply for a copy of your personal records with us and to have any inaccuracies corrected,

NOMINATION OF BENEFICIARY

The Witness That You Have Chosen Should Not Be the Nominee

How do I Pay Money into my Credit Union Account?

You can pay money in at the credit union office which is in the Co-op Department Store, 5 Colehill, Tamworth.

It is located by the financial services counter on the 1st floor

Office opening times

Monday, Wednesday, Thursday and Friday 9-00am till 4-00pm

Tuesday 9-00am – 3-00pm

Saturday 10-00am -1pm *

*** Please ask at the Co-op reception for assistance**

Useful Contact Numbers and e-mail addresses

Town centre office 01827 65062 Fax 01827 66361

e-mail town@tcul.org.uk

e-mail info@tcul.org.uk

How much money can I save with the Credit Union?

The maximum amount 1 member can save with the Credit Union is £10,000.00 which is regulated by the Credit Union Act 1979.

How Much does it cost to open an account with the Credit Union

There is no charge for opening an account with the credit union.

How Do I Withdraw My Money?

Like all Credit Unions we work on a 7 days' notice for you to withdraw your monies; all you need to do is request a withdrawal notice from either office or collection point, fill it in and return it to the office / collection point and your monies will be available at the office / collection point of your choice in 7 days time. We will need to retain your paying in book and we will give you a receipt for it, this is so that we can audit your paying in book. For your security we would ask that you bring with you some proof of identity when collecting your withdrawal