

## FAQ's for Employees

### **1. How do I become a member?**

The fastest and easiest way to become a member of Cambrian Credit Union is to log on to [www.cambriancu.com](http://www.cambriancu.com) and click on the top right box labelled "register". Under the "Personal Membership" section, click "Apply Online". Complete the Membership Application and click "Apply for Membership".

### **2. How can I access my account and withdraw my money?**

Once you have received your membership number you will be able to register for our online account access. Through our website you are able to view your balances and transactions and withdraw funds to a nominated bank account. You can also request withdrawals by emailing us, ringing one of our Offices or even via text!

### **3. What if I want to save more or send one-off payments?**

If you realise that you can save more than your initial chosen payroll deduction value, you can choose to increase your payroll savings by completing an amendment form. If you wish to send one-off payments you can do so using our bank details. Details of these can be found in your welcome email.

### **4. How safe is my money?**

Credit Union Limited is a member of the Government-backed Financial Services Compensation Scheme, protecting individual deposits up to £75,000. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Registration No: 213672

### **5. What is free life insurance?**

Savings insurance will cover 100% of your savings amount to the age of 65 and up to a maximum of £5,000, meaning that should you die under the age of 65 we will match this amount of your savings and pay it to your chosen beneficiary. For full details please visit [www.cambriancu.com](http://www.cambriancu.com)

### **6. How long do I have to save for before I apply for a loan?**

Membership and a loan application can be done both at the same time. Cambrian Credit Union does not currently require a member to save before they apply for a loan.

### **7. Will my employer know if I get a loan?**

No – not unless you choose to tell them. If your repayments are coming from payroll deduction, the payroll officer within your Organisation will only know that money is being sent to Cambrian Credit Union. They will not know if the money is being taken to repay a loan or to build up your savings specifically.

**For further details contact our Payroll Department:**

[payroll@cambriancu.com](mailto:payroll@cambriancu.com)