

Stranraer Credit Union Ltd.

Our Lending Commitments and What We Ask of You

“You”, “Your” refers to you, an approved member of Stranraer Credit Union Ltd. holding at least £1 in you share account.

“We”, “Us”, “Our” refers to us, Stranraer Credit Union Ltd, based at 25 Hanover Square, Stranraer, DG9 7AG.

As a lender, We have a responsibility to act fairly and as part of this We follow set rules and procedures when issuing loans. This notice sets out some of Our key responsibilities and what We ask of You, to ensure that the relationship between You and Us works well.

- We will lend responsibly and aim to provide a product that is affordable to You.
- We will provide You with information about the products and services We offer and how they work, in a clear and understandable way, so that You can decide what’s 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 always treat You fairly and reasonably 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 on 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 help You overcome barriers to financial stability, such as giving You information about free debt advice services You can use.

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.
- Check Your receipts and annual statements carefully, to ensure they are accurate. If somethings not right, please tell 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 to have difficulty repaying any outstanding loan balance
- You think you won’t be able to keep up with your repayments. The sooner you do this, the more likely it is that We can help You.

We encourage you to read the terms and conditions associated with our loans and speak to a member of staff if you have any worries or questions.