

# WHAT MEMBERS CAN EXPECT FROM US

This sheet is a guide to how quickly we try to provide the following services from your credit union, in normal circumstances

## **New Members**

New members will receive a Welcome Pack within 5 working Days of joining.

## **Your Account**

Members' accounts will normally be up to date within 5 working days of receiving notification of a payment.

## **Share Withdrawals**

Once you have completed and returned a Share Withdrawal Form you should allow up to **five working days** to withdraw your savings.

## **Saver Loan & 'Security Loan' Applications**

If you want to apply for a loan you will need to get a Loan Pack from [www.harlowsave.coop](http://www.harlowsave.coop) or from the credit union office. You should complete the Loan Application Form and the Budget Sheet and provide supporting information listed on the Loan Application Guidance Notes sheet.

If you have more in shares than you want as a loan, it is a 'Security Loan' and is charged at only 0.5% pcm, (only 6.2% apr), and you only need to complete the short application form.

You will hear normally from us with a decision, or a request for more information, within **5 working days**. Any supporting information you have supplied i.e. bank statements can be collected once a decision has been made.

If the loan is agreed we will contact you to come into the office to sign the Loan Agreement and collect your cheque within a further **5 working days** of the decision.

## **Forms**

All the above forms can be printed from our website at [www.harlowsave.coop](http://www.harlowsave.coop) or they will be posted / emailed to you by the end of day after you request them, wherever possible.

**Call us 01279 451234 or email us at [admin@Harlowsave.coop](mailto:admin@Harlowsave.coop)**

## **Cheques**

We do not issue cash. Sums paid by cheque can be payable to you, a third party, or in exceptional cases can be cashed at our nominated branch of Lloyds Bank. Please state your preference when completing your Share Withdrawal or Loan Form.