



What is the Credit Union?

The Credit Union is different from a bank or a money shop. We are a local co-operative with a mission to promote the financial well being of people living or working in Lewisham and Bromley. We encourage our members to save and provide flexible low cost current accounts, pre-paid cards and affordable loans to help manage money better.

We are a mutual organisation, run by staff and volunteers together as a "not-for-profit" social enterprise. Every member owns a part share in the organisation – the Credit Union is an ethical lender run by local people elected from amongst the members, for the benefit of all.

Who can join the Credit Union?

To join the Credit Union you must live or work in the London Borough of Lewisham or the London Borough of Bromley, or in the SE19 post code, or be residents or staff of Lewisham Homes or Phoenix Community HA.

Adults over the age of 16 can join as full members and apply to open a current account. You must be 18 to take a loan or to stand for election.

We welcome accounts for children and young people under the age of 16, and work with a number of school clubs to encourage saving.

Local Branch Information

Head Office/Sydenham Branch: 262 Kirkdale, Sydenham, London SE26 4RS. Central Tel: 0208 778 4738 Email: admin@pluscu.co.uk

The Green Man: 355 Bromley Road, Catford, London SE6 2RP Central Tel: 0208 461 4721 Email: greenman@pluscu.co.uk

Bromley Branch: 54 Cotmandene Crescent, St. Paul's Cray, Orpington, BR5 2RG Tel: 0208 617 0416 Email: bromley@pluscu.co.uk

Deptford Outreach: Unit 13 A-B, The Albany, Douglas Way, Deptford, SE8 4AG (Limited hours and no cash services – with Lewisham Homes)

Opening Hours: Credit Union branches open 9.30am to 1pm Monday to Friday and are closed on public holidays and at weekends.

Sydenham Branch also opens 7.30pm to 9pm on Friday and 10am to noon on Saturday (except Easter and Christmas).

In Bromley we are known as **Bromley Plus Credit Union**, which is a registered trading name of Lewisham Plus Credit Union Limited.

For more information contact us at any of the above branches.

The Credit Union belongs to the Association of British Credit Unions Limited (ABCUL) and is part of the worldwide Co-operative movement.

What can the Credit Union do for me?

The Credit Union exists to assist members in managing their financial affairs. With this in mind, the Credit Union offers savings accounts to help you save for something special or for a "rainy day". All members must have a savings account. Members can apply for a loan from us, which we assess based on ability to repay and other relevant criteria and information. We provide group insurance cover on savings and loans, to help out those left behind and so that "the debt dies with the debtor", subject to policy limits.

Will my money be safe?

The Credit Union is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. It is governed by an elected Board of Directors. The Supervisory Committee provides independent internal monitoring. Accounts are subject to quarterly and annual returns to the PRA/FCA and to an annual audit. Savings with the Credit Union, including Current Account balances, are protected up to the deposit limits publicised under the Financial Services Compensation Scheme. Full details are published on our web site.

Can I manage my Credit Union accounts online?

Yes you can. Our web site is easy to use and mobile-friendly for smart-phones. There is a Members' secure area, and you can use our site to:

- Apply to **join the credit union**, or **apply for a loan online**
- Request a **money transfer**, or **make a payment** using your debit card
- View your account balances and recent transactions

You can also get balances by texting **'Balance'** to **07537 410334** or by using our 24x7 automated telephone banking service (PIN required).

Credit Union Current Account and Engage Prepaid Card

Our optional Credit Union Current Account and/or Engage Prepaid Card provide flexible access to cash and money management, with fair, low changes and a small weekly or monthly fee*. The CUCA service provides:

- UK sort code and account number, with ATM card and/or Visa debit facility
- Pay bills or save by standing order, direct debit or BACS transfer
- Bank transfers for salaries, wages, benefits or pensions
- Same day transfers from savings or loan accounts – to help you stay in credit
- **No overdraft facility – simple banking without worries** *See full T&Cs online.

How long has the Credit Union existed?

Lewisham Plus Credit Union Limited was founded in 1992 by the Christian churches belonging to the Association of Churches Together in Sydenham and Forest Hill, initially as ACTS Credit Union Limited. It expanded to all of Lewisham and Bromley in 2009, and merged with DNX CU Ltd in 2010.