

NORTHUMBERLAND COMMUNITY BANK (NCB) FREQUENTLY ASKED QUESTIONS

Who can join?	Anyone living or working in Northumberland.
How do I join?	<p>By completing and returning a Member Application form. This is on line via our website, or can be collected from one of Northumberland County County (NCC) Information Centres around the county also listed on our website, or from our HO in Ashington. Alternatively, call us on 01670 522779 and we can help you further.</p> <p><i>When your account is opened, you will receive a Welcome Letter confirming your membership details and how to use your account.</i></p>
What Identification do I need?	<p>We need to see two items of identification, one from each of the following groups:</p> <p>Photo ID: Examples include: Passport, Driving Licence, Bus Pass.</p> <p>Address Confirmation: Examples Include: Bank Statement, Utility or Council Tax bill.</p> <p><i>A more comprehensive list can be found on our website.</i></p> <p>These can be scanned and sent with an on-line application, or they can be photocopied and attached to the application form posted via Royal Mail or handed in through one of the NCC Information Centres.</p> <p>We also need your National Insurance Number and details of your nominated bank account to receive withdrawals.</p>
Is there a joining fee?	Yes, £1 and then we charge £1 annual administration fee at some point in the year.
What does the Bank offer?	We offer savings and loans products designed to complement your existing everyday banking arrangements. Our product range will develop as the Bank grows.
Can Groups, Organisations or Businesses join?	Yes, known as Corporate Members - ask us for information.
Who are you regulated by and are my details safe?	<p>We are authorised by the Prudential Regulation Authority (PRA) and regulated by the Financial Conduct Authority and the PRA FRN Number 214298.</p> <p>We do not sell your details to anyone and they are only used for our purposes. We are committed to protecting our members' privacy. Our Privacy Notice is published in full on our website www.northumberlandcommunitybank.co.uk or is available by contacting us on 01670 522779.</p>
Do you have branches?	We have use of NCC's Information Points where you can collect/drop off application forms and ID, obtain help, make a general enquiry and have appointments. Our administration work is carried out at our HO at the Town Hall in Ashington.

Deposits	
What interest do I get and when?	We do not pay interest but can pay a dividend annually if sufficient profit is made.
Is my money safe?	Savings up to £85,000 are automatically protected by the Financial Services Compensation Scheme.
How often do I get a statement?	Annually (normally sent with AGM invitation) or upon request via our Head Office. You will shortly be able to register on our website to see your account balance and transactions on line.
How do I pay money in?	From a bank account you can set up a Standing Order or pay us through electronic banking, details will be on your Welcome Letter. If you want to pay in cash or make a payment with a debit card, you can do both of these through the NCC Information Points., you can also pay cash in at our Ashington Office. You can also pay in via your payroll if your company has a scheme in place and have any state benefits, eg pension paid into us direct. If no bank account is held, we can make alternative arrangements.
How do I get my money out?	Contact us by phone before 2pm and a bank transfer will be made to your nominated bank account via the Faster Payment Service which all banks use . If no bank account is held, we can make alternative arrangements.
Do you offer a Payroll Deduction Scheme?	Yes. If you would like to talk to us about this or would like us to set up a scheme with your employer, or if you are an employer and would like to know more, please get in touch.
Can Children join?	Yes - we have a Junior Savings Account designed for all children from new born to 16 years.
Loans	
How do I apply for a loan?	This depends on what is convenient for you – contact us and we can make arrangements where-ever you are in the county. Soon, you will be able to apply on-line.
How long does it take?	A decision will be made normally within a few days but depends upon your circumstances. We will work with you if there is an emergency. Contact us to discuss your requirements.
What % interest do I pay on a loan?	Between 0.5% and 3% per month, depending upon your personal circumstances and the amount you wish to borrow. Interest is calculated monthly on the reducing balance.
Is there a minimum or maximum loan amount?	£300 minimum.. The maximum is currently £7,500 but is subject to change. Our loans are tailored to your requirements and what you can afford.
Are there any set up or early settlement fees?	No.
What purpose can I have a loan for?	Loans can be used for a variety of purposes including household goods, holidays, emergencies and for consolidation of existing borrowing (e.g. credit cards and loans from pay day lenders).