

Northumberland



Community Bank

**NORTHUMBERLAND COMMUNITY BANK (NCB)
FREQUENTLY ASKED QUESTIONS**

Who can join?	Anyone living or working in Northumberland or employees of Northumberland County Council, Northumbria Health Care Trust, Bernicia, Northumberland Church Of England Academy.
How do I join?	On line via our website, www.northumberlandcommunitybank.co.uk .Alternatively, call us on 01670 522779 and we can help you further. <i>When your account is opened, you will receive a Welcome Letter confirming your membership details and how to use your account.</i>
What Identification do I need?	We perform an electronic Identification Search as a part of the account opening procedure. In the event that this fails we will require sight of two items of identification, one from each of the following groups: Photo ID: Examples include: Passport, Driving Licence, Bus Pass. Address Confirmation: Examples Include: Bank Statement, Utility or Council Tax bill. <i>A more comprehensive list can be found on our website.</i> 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. (Listed on our website) We also need your National Insurance Number and details of your nominated bank account to receive withdrawals.
Is there a joining fee?	Yes, £1 and then we charge £1 annual administration fee at some point in the year, usually in April.
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. Each party, to the account, can individually apply online to allow us to perform an Identification Search. Those accounts often require more than one signature for withdrawals and amendments to the account – please ask us for more information and an application form.
Who are you regulated by and are my details safe?	We are authorised by the Prudential Regulation Authority, regulated by the Financial Conduct Authority, and are fully compliant with Data Protection Laws. Our Privacy Policy can be found on our website in full and can be obtained from our Ashington Office (www.northumberlandcommunitybank.co.uk). Your details are not sold to anyone else and only used for our purposes.
Do you have branches?	We have use of NCC’s Information Centres where you can collect/drop off application forms and ID, obtain help, make a general enquiry and have appointments. You can also pay into your account via the NCC Information Points machines. See our website for more details. Our administration work is carried out in Ashington.

How do I amend my details?	By using the Members Hub you can update your details and select your privacy settings.
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Deposits

What interest do I get and when?	As a financial co-operative we do not pay interest but can pay a dividend annually if sufficient profit is made. For 2018 we paid a dividend of 0.5%. We may introduce an interest bearing share account.
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?	You can register online via our website and Members Hub where you will be able to see your account balance and transactions at any time. A statement will be provided upon request via our Head Office or Annually (sent with our AGM invitation).
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 you can do this 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 or child benefit paid into us direct. If no bank account is held, we can make alternative arrangements.
How do I get my money out?	You can make a withdrawal online via our Members Hub or by contacting us by telephone before 1:30pm 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. Members who are in such a scheme enjoy extra benefits, including discounted loans.
Can Children join?	Yes - as a Junior Member. The account is designed for all children from new-born to 16 years. Whilst no dividend is paid, we intend to match any dividend paid, with interest for our Junior Members.

Loans

How do I apply for a loan?	If you are an existing member you can apply via your members hub from our website www.northumberlandcommunitybank.co.uk . Limited appointments are available at our office in Ashington or can be arranged elsewhere – please contact us to discuss your circumstances.
How long does it take?	A decision will be made normally within a few working 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?	We charge between 0.5% (6.16% APR) and 3% (42.57% APR) per month, depending upon your personal circumstances and the amount you wish to borrow. Interest is calculated daily and applied monthly on the reducing balance. Our average rate varies but is normally around 1.5% per month (19.56% APR).
Is there a minimum or maximum loan amount?	£300 minimum. £15,000 maximum. Our loans are tailored to your requirements and your affordability. Terms are between 6 month and 5 years (60m).

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 other lenders). If you require a debt consolidation loan - please contact us to discuss this further.

HOW TO CONTACT NCB

Postal Address: Northumberland Community Bank, 65 Station Road, Ashington, NE63 8RX

Office Opening Hours (for appointments and transactions): Tuesday – Friday 10:00am – 2:00pm (for enquiries) 10:00am – 4:00pm

Phone: 01670 522779

Email: enquiries@northumberlandcommunitybank.co.uk

Website: www.northumberlandcommunitybank.co.uk

In Person: Drop into one of Northumberland County Council Information Centres in Alnwick, Ashington, Bedlington, Berwick, Blyth, Cramlington, Queens Hall Hexham, Morpeth and Seaton Delaval. See our Website for full details.