

WELCOME

To Hoot Savings & Loans

www.wisewithmoney.org.uk



hoot
savings and loans

01204 365024
enquiries@wisewithmoney.org.uk
www.wisewithmoney.org.uk

Hoot Credit Union is there for you with flexible, approachable financial services, whether it's for personal loans or savings.

Our only shareholders are our members, which means you - and your community - are in control.

Members are more than just customers because we put you first.

Our products and services are designed to help our members manage their money well and our profits are shared amongst members or used to benefit the whole community.

Whether you are a saver or a borrower you can be assured of a good deal, excellent service and the knowledge that you are helping others in your community to access fair and affordable finance.

We only lend money to our members who live or work in Bolton and Bury. That means that the money stays at the heart of the community and benefits everyone.

Every penny is used to benefit you. That doesn't mean less security though - you're protected by the Financial Services Compensation Scheme (FSCS).

Our Objects

- The promotion of thrift among its Members of the society by the accumulation of their savings;
- The creation of sources of credit for the benefit of its Members at a fair and reasonable rate of interest;
- The use and control of Members' savings for their mutual benefit;
- The training and education of Members in the wise use of money and in the management of their financial affairs.

That Means

- You are the shareholder and your interest and that of other members comes first;
- You have a say in the way the credit union is run via your Board of Directors, elected by you the members;
- Our profit is shared only with our members;
- We aim to help you improve your financial well-being.

follow us

www.wisewithmoney.org.uk

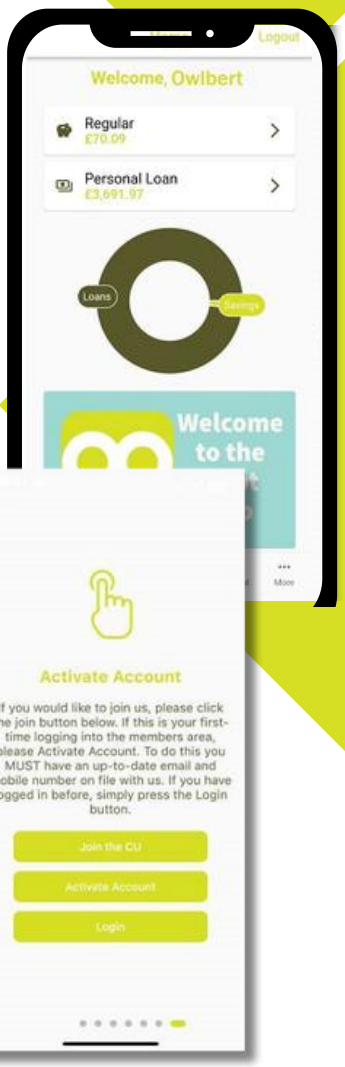
facebook.com/hoot

@hootcreditunion

hootcreditunion

First thing first - log into your account

ACTIVATING ON THE APP



- Download the Hoot Credit Union App in your App store
- Select 'Activate Account'
- Enter first name and member number
- Select where to send activation code (email or mobile)
- Enter activation code received
- Create and confirm memorable password
- Submit

Your account is now active

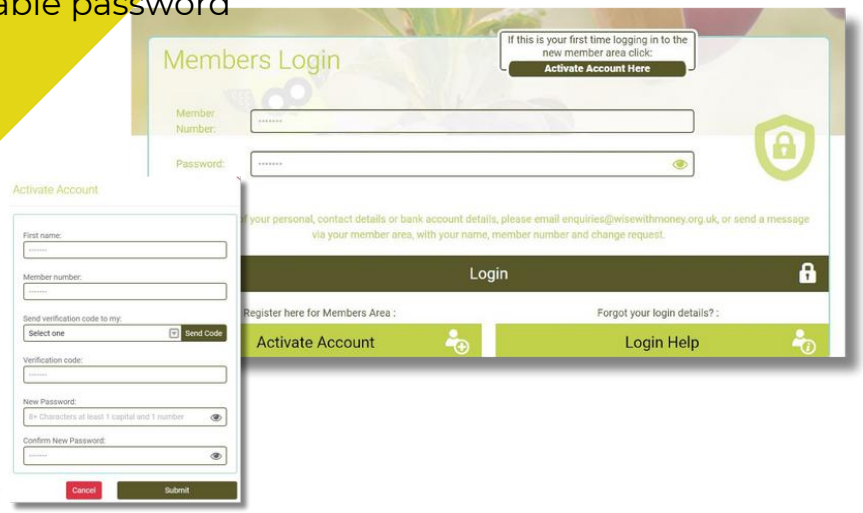
If you cannot see the Activate Account page you can try:

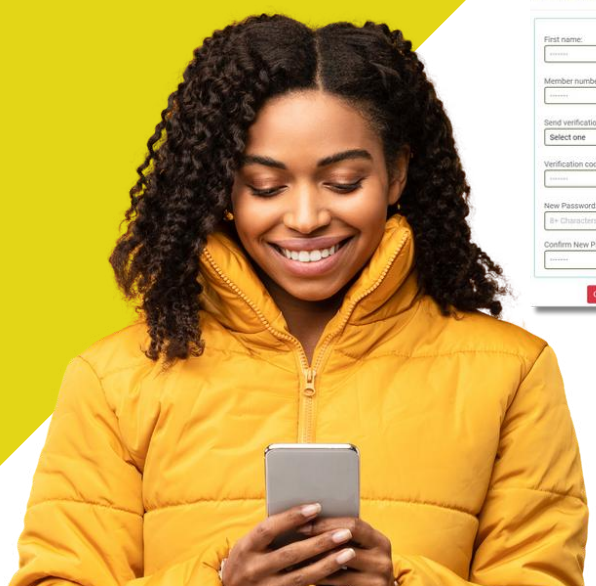
- Delete and re-download the App or
- Select forgotten password to get to the Activate Account screen

ACTIVATING ON THE WEB

- Go to **https://hoot.cuaccount.com/login**
- Select 'Activate Account'
- Enter first name and member number
- Select where to send activation code (email or mobile)
- Enter activation code received
- Create and confirm memorable password
- Submit

Your account is now active





01204 365024
enquiries@wisewithmoney.org.uk
www.wisewithmoney.org.uk

Manage your account

Money in

Standing Order or Bank Transfer

You can pay money in by setting up your payment to:

Hoot Credit Union
Sort Code: 08-92-99
Account No: 65155288
Reference: Your member number

Please remember to give your member number as your reference as this is the bank account for the credit union , not your own account number. Drop up a line to let us know how you want your transfer to be deposited; e.g. £15 loan, £5 savings.

Pay by Card

You can make a payment by VISA Debit card by phone.

Call 01204 365024
Mon-Fri 9.30-4.00

Maximum limits apply

Or in person in branch
Mon-Fri 9.30-1.00

We only accept debit cards registered in your name.

Please have your member number ready when you call.

Payroll Deduction

If you are employed by one of our partner employers you may be able to pay into your Hoot account by our payroll deduction scheme.

To check if your employer offers this service go to

www.wisewithmoney.org.uk/payroll-saving

or contact us via the email below.

Don't forget to give your member number ready when you contact us

Money out

Faster Payment Transfer

You can withdraw available funds by Faster Payment on the Hoot App or member area. This is available 24 hours per day.

You can request withdrawals by email, telephone or member message
Mon-Fri 9.30-1.00.

Please have your member number and last four digits of your bank account ready.

If you have not registered your bank details when you opened your account you should contact us to request a form to register or change your bank details.

Cash withdrawal

Cash withdrawals at a maximum of £500 per day are available at our Victoria Square, Bolton Branch.

Mon-Fri 9.30-1.00

Please bring your member number and some ID with you.

Or better still, set a password on your account to avoid lengthy security questions. You can do this in branch.

Engage Prepaid Card

Apply for the Engage Prepaid Card and loan your savings withdrawals.

Engage is a VISA card that can be used in stores, online or at ATMs and is a convenient way to manage your money.

Charges apply.

For details go to
www.wisewithmoney.org.uk/engage

enquiries@wisewithmoney.org.uk | 01204 365024

www.wisewithmoney.org.uk

Make managing your account easy

ALWAYS HAVE YOUR MEMBER NUMBER READY

Your member number is your unique identifier as a member of Hoot Credit Union.

This helps us to find your account, so please have it ready, or quote it whenever you contact us. Your member number is provided in your welcome email.

Hoot accounts are not bank accounts, but are savings accounts, so you will not have a sort code or account number unique to you. See the previous page on where to send any funds you want to deposit.

If you want a membership card to keep as a reminder, contact us to request one.

KEEP YOUR DETAILS UP TO DATE

Managing your account is made easier if you keep your details up to date.
To make any changes you can select My Info on your app or email enquiries@wisewithmoney.org.uk.

Depending on the changes, you may be sent an online form to complete, and may be asked to provide proof of the changes.

CHECK YOUR BALANCE

Download the Hoot app from your app store to check your balances.

You can get more details of your transactions by registering in the member area **https://hoot.cuaccount.com/login, or use the QR Code.**

Don't worry - you can register for both!

Please note, when you send funds to your Hoot account by bank transfer, they will appear in your Hoot account the next working day.

APPLY FOR A LOAN

Hoot offers loans up to £15,000 at affordable rates. To see the loans we offer, and check your eligibility, go to **www.wisewithmoney.org.uk/loan**

For more information on managing your account go to

www.wisewithmoney.org.uk/managemyaccount

What does being a member mean?

TERMS AND CONDITIONS OF MEMBERSHIP

Hoot Credit Union is a Co-operative and Community Benefit Society and members are bound by credit union rules.

That's why we call you members, not customers.

As a member of the credit union you are expected to abide by the rules.

A copy of the rules is available from the credit union on request or on our website. This is available free of charge in electronic format at any time, or as a hard copy if requested within 3 months of your membership commencing.

After that hard copies may be charged at £3.

Key points regarding your membership contained within these rules are:

- By joining the credit union you are agreeing with its social goals.
- You must retain a minimum balance of £1 to remain a member of the credit union.
- As a condition of membership you must save regularly with the credit union to a maximum amount determined by rules (Please ask for current maximum).
- You have access to your savings at any time by means provided by the credit union; unless your savings are attached to a loan according to any loan agreement you have signed.
- You agree to pay back any loan you have according to the signed agreement.
- You may withdraw your membership at any time in accordance with the Rules.

Find out more at www.wisewithmoney.org.uk/democracy

Data Protection and Privacy Policy

Hoot Credit Union will process your data in accordance with your rights under the Data Protection Act 1998 and GDPR 2018.

Your information may be processed by this credit union in any form and on any database used by us to consider any applications made by you and to deal with your account(s) or run any other services we provide to you. Hoot will periodically send you a newsletter, statement message, new terms and conditions or information about any changes to the way your account(s) operate.

We may share data with regulatory, law enforcement or fraud prevention bodies to undertake statistical analysis, money laundering checks, compliance and regulatory reporting and fraud prevention.

We may also share with credit reference agencies for financial risk assessment or with suppliers for the provision of third party services such as payment services or pre-paid cards. We will always ensure that your information is shared lawfully.

The legal basis for processing your personal data can be found in our Privacy Statement available online at **www.wisewithmoney.org.uk/privacy-policy**. A paper copy of our Privacy statement is available on request

More information

MAKING A COMPLAINT

Our promise to you is that we will always be fair and reasonable whenever you feel dissatisfied with our service or products.

Should there ever be an occasion when you feel that we have failed to honour our promise, we will do everything possible to ensure that your complaint is dealt with quickly and fairly.

The easiest way to sort out any problem is by contacting us on: 01204 365024. Someone will take details of your complaint and pass it to the Complaints Officer.

If you would prefer to put your complaint in writing, our postal address is:

Hoot Credit Union
The Square
53 - 55 Victoria Square
Bolton BL1 1RZ
or you can email:
enquiries@wisewithmoney.org.uk.

We will always attempt to resolve your complaint immediately and upon receipt, but if this is not possible, then we will send you a written acknowledgement within 3 working days.

We will write to you to confirm our resolution of your complaint. If we have not resolved your complaint within eight weeks, or if your complaint is still not resolved to your satisfaction, you have the right to refer to the Financial Ombudsman Service.

Financial Ombudsman Service
South Quay Plaza 2, 183 Marsh Wall,
London E14 9SR
0845 080 1800
www.financial-ombudsman.org.uk



Just like high street banks and building societies, the money you deposit into your credit union account, up to £120,000, is protected under the Financial Services Compensation Scheme (FSCS).

FSCS protection is free to customers, so if anything happens to your bank, building society or credit union, and you cannot access your money, the FSCS will refund you up to the amount of £120,000.

For more information on how we protect your money please click here.



Look after your financial well-being

FINANCIAL GOALS - A RULE OF THUMB

Balancing your money is not easy. One way to look at how well you balance your spending is by dividing it up like the portions of a pie.

List your spending under three headings:

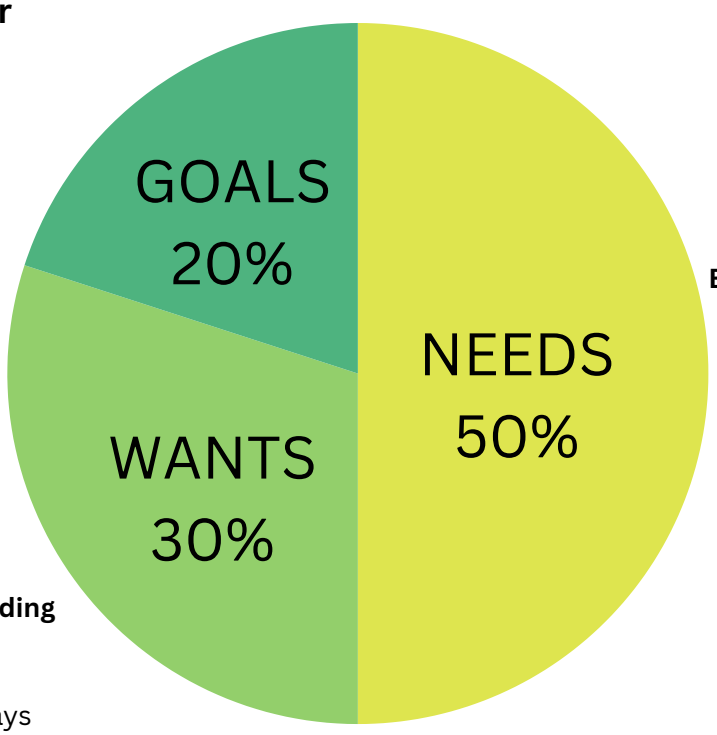
NEEDS - all of your essential living costs that you must pay to survive day to day; e.g. rent, heat, food.

WANTS - your regular discretionary spending that mean you can enjoy family life; e.g. takeaways, trips and holidays.

GOALS - the longer term things that you want to achieve; e.g. paying off debt, saving for retirement, saving for a bit event.

What to aim for

Financial health
- Paying off debt
- Savings
- Investments
- Pension fund



Essential living expenses
- Rent/mortgage
- Bills
- Food
- Clothing/School uniform
- Transport to work

Discretionary spending
- Eating out
- Shopping
- Trips and holidays
- Subscriptions

Put your spending in the pie. Do you have the right balance?

Tips to help you meet your goals

Maximise your income

Are you missing out on income?

Use the Money Navigator tool to find out about benefits, extra help, grants and support.

www.wisewithmoney.org.uk/help

Start saving

Prioritise your savings goals.

What do you want to achieve?

Is it a holiday, paying off debt or a big celebration?

Open a Hoot savings account www.wisewithmoney.org.uk/join-us

Set short-term goals

What do you need first?

If it's a car, how long will it take to save?

Saving for retirement is a long-term goal.

How will you increase your income or reduce your spending to reach these goals?

For more information on improving your financial well-being

www.wisewithmoney.co.uk/help