



# Limerick & District Credit Union Ltd. NOTICES

## Member Complaints Procedure

It is the aspiration of your credit union that a complaint against the credit union will be resolved in a fair and equitable manner. In order that this is accomplished the following is the procedure which you should follow in order to have your complaint/dispute, in your capacity as a member, settled. For a full description of this procedure, please see Rule 108 of the Standard Rules of the Credit Union.

**Step 1.** The complainant discusses the complaint with the complaints officer of the credit union who will, where possible, resolve the complaint. The complaints officer is: Caroline Long

*If the complaint is not resolved to the satisfaction of the complainant:*

**Step 2.** The complainant completes the "Complaints Form" which is pre-addressed to the complaints sub-committee. The complainant will have the right to be heard by this sub-committee who will investigate, discuss and, wherever possible, resolve the complaint.

*If the complaint is not resolved to the satisfaction of the complainant:*

**Step 3.** The complainant should request the secretary of the credit union to forward the complaint to the board of directors. The complainant will have the right to be heard by the board, which will investigate and, wherever possible, resolve the complaint.

**Note:** Nothing in Rule 108 shall prevent the Financial Services Ombudsman from investigating and adjudicating a complaint made against a credit union about the provision of, or failure to provide, a financial service, so long as the complaint:

- falls within the jurisdiction of that Ombudsman, and
- does not relate to a matter that involves only the governance of the credit union.

In accordance with the Credit Union Act, 1997 ("the Act"), because the Rules of the credit union give directions as to the manner in which disputes are to be decided, every dispute to which the credit union is a party shall be decided in that manner. Thus a dispute by a member against the credit union under a contract constituted by the Rules of the credit union may not normally be referred to the courts and must be dealt with in accordance with the complaints procedure. Where no decision is made on a dispute within 50 days from the date on which the Complaints Form is submitted to the credit union, any party to the dispute may apply to the District Court which may hear and determine the matter in dispute.

An application for the enforcement of a decision made under the scheme may be made to the District Court. As an alternative to availing of this scheme, the complaining member and the credit union may by consent refer a dispute to the Registrar of Credit Unions who shall hear and decide the dispute. If a dispute is referred to the Registrar in this way, it will not be heard under this scheme.

The Member Complaints Procedure is drawn up in accordance with the Rules and the Act. It is a standard scheme for all credit unions in the Republic of Ireland affiliated to the Irish League of Credit Unions and applies to the credit union following registration of its amended Rules under the Act. It will be appreciated this guide only contains the principal features of the scheme and is not intended as a full legal analysis nor should it be relied on as such. Full details of the scheme are contained in Rule 108 of the Rules of the credit union, a copy of which will be available to the member on request from the credit union. The legal basis for the scheme is contained in Part VIII of the Act.

The Credit Union will adhere to the requirements of EU (Payment Services) Regulations 2018 when dealing with complaints from payment service users.

## General Data Protection Regulation ("GDPR")

Limerick & District Credit Union Limited respects your Right to Privacy

### WHAT IS THE GDPR?

The GDPR is a piece of EU legislation which will overhaul our current data protection legislation. It aims to strengthen and unify data protection for all EU individuals and in some cases those outside of the EU. It brings with it further obligations for organisations (like your credit union) who process your personal data in order that your personal data is fully respected. Processing is basically doing anything with, even storing, your personal data.

### PRIVACY NOTICE

Under the GDPR, the credit union must provide you with a Privacy Notice where we outline certain information for example what personal data we use, what purpose(s) we use it for, how long we keep it, to whom we disclose it etc.

You are entitled to receive a copy of our Privacy Notice so please ask for your copy today from any member of staff or locate it on our website: [www.mylimerickcu.ie](http://www.mylimerickcu.ie)

### WHAT ARE YOUR RIGHTS?

The GDPR enhances your rights in respect of your personal data.

You have a right to:

- Information about our processing of your data, this is detailed in our Privacy Notice.
- Access your data, information, and copies of your data.
- Object to processing, including profiling/direct marketing.
- Restrict our use of your data while you challenge our processing.
- Erasure of your data in certain circumstances (aka 'to be forgotten').
- Rectify your data where it might be incomplete or inaccurate.
- Portability: Be sent a copy of your data in a machine readable format.
- Automated Decisions: Know about and intervene in automated decision making including profiling.

### THE PRINCIPLES OF DATA PROTECTION

When we process your data we must do so in line with the following principles:

Personal data must be:

- Adequate, relevant and limited to what is needed;
- Accurate and up to date;
- Kept no longer than is necessary.

It must be processed;

- Lawfully, fairly and transparently;
- For specific, explicit and legitimate purpose(s);
- In a secure manner.

### WHAT LAWFUL BASIS DO WE HAVE?

Before we even collect your data we must ensure that we have a 'lawful basis' to process it. There are six lawful bases upon which we can rely to process your data:

- Where you have consented.
- To fulfil/enter a contract.
- Where we are legally obliged to.
- Where we have a legitimate interest in doing so.
- To protect a person's vital interests.
- To complete a public task.

We discuss the relevance of these bases in our Privacy Notice.

### COMPLAINTS

You have a right to complain to the relevant Supervisory Authority (Data Protection Commissioner in ROI) about any of our processing.

### FOR MORE INFORMATION

We have appointed a Data Protection Officer. You can contact them in respect of any of the above on 061-455831.

Limerick & District Credit Union Limited's Privacy Notice is available in our offices or on the web site [www.mylimerickcu.ie](http://www.mylimerickcu.ie).

## Closed Circuit Television ("CCTV")

### CCTV IN OPERATION

Images are recorded and monitored for the purposes of public safety, security and for crime prevention and detection.

### Data Controller Details:

LIMERICK & DISTRICT CREDIT UNION LIMITED  
Credit Union House, Regdate, Caherdavin, Co. Limerick  
Telephone Number: 061-455831  
Email: [info@lcu.ie](mailto:info@lcu.ie)

### Data Protection Officer Contact:

Telephone Number: 061-455831  
Email: [dpo@lcu.ie](mailto:dpo@lcu.ie)

### Category of Personal Data:

Data Subjects Personal Image

### Purpose & Legal Basis of the recording of Personal Images on CCTV

CCTV systems are installed both internally and externally on our premises for the purpose of enhancing security of the buildings and its associated equipment as well as creating a mindfulness among the occupants, at any one time, that a surveillance security system is in operation within and in the external environments of the premises during both the daylight and night hours each day, for public safety, for the prevention and detection of fraud, theft and pilferage and for the security of credit union staff, officers, members, visitors, contractors and credit union property and for ensuring compliance with procedures and for the monitoring of staff performance and for the identification of possible or actual cash overages or shortages by staff and in respect of misconduct issues

Processing of CCTV Images is necessary for the purposes of the legitimate interests pursued by Limerick & District Credit Union Limited Credit Union Limited for the reasons set out above.

### Recipients of Personal Data Captured by CCTV:

Access to and disclosure of images recorded by the CCTV system is carefully monitored and restricted. Access to images by third parties will only be allowed in limited and prescribed circumstances. Such circumstances may include the disclosure of personal information in order to:

- safeguard the security of the State
- prevent, and investigate offences,
- protect the international relations of the State;
- prevent injury or damage to property;
- meet legal requirements;
- obtain legal advice, or for the purpose of legal proceedings;
- meet a request from, or with the consent of, the data subject, or a person acting on his or her behalf.

The credit union also reserves the right to disclose personal information including CCTV images to specific third parties where there are objective business reasons for doing so. Such third parties may include:

- insurance providers;
- medical practitioners;
- pension and medical insurance providers
- An Garda Síochána

No images or recordings will leave the EU.

### Period for which CCTV Images will be stored:

Recorded images are retained for 30 days from the date of recording. However the credit union reserves the right to retain images for a longer period where there are objective reasons for doing so for example the investigation of a crime, accident, fraud or security incident.

### Your rights:

You have rights under the Irish Data Protection Acts 1988 - 2018 and EU GDPR Regulations 2016.

Please note that you have the following rights in relation

to CCTV:

- Information about our processing of your data, this is detailed in our Privacy Notice.
- Access your data, information, and copies of your data.
- Object to processing, including profiling/direct marketing.
- Restrict our use of your data while you challenge our processing.
- Erasure of your data in certain circumstances (aka 'to be forgotten').
- Rectify your data where it might be incomplete or inaccurate.

Right to Complain:

If you are unhappy with how your personal data is processed by Limerick & District Credit Union Limited you are entitled to lodge a complaint with the Office of the Data Protection Commissioner, Canal House, Station Road, Portlannington, Co. Laois or by email to [info@dataprotection.ie](mailto:info@dataprotection.ie).

Please refer to the Credit Union General Privacy Notice for further information in relation to your rights.

## Criminal Justice (Money Laundering and Terrorist Financing) Acts 2010 to 2018

The Criminal Justice (Anti Money Laundering & Counter Terrorist Financing) Acts 2010 to 2018 require Credit Unions to adopt policies and procedures, in relation to their business, to prevent and detect the commission of money laundering and terrorist financing. In order for us to comply with this legislation and Central Bank of Ireland Sectoral Guidance, we must apply 'customer due diligence' steps to all members prior to the establishment of a business relationship with the member and on an on-going basis thereafter. This requires the following steps:-

- Identification and verification of member's identity and residency
- Identification of beneficial owners/controllers of funds
- Obtaining information as to the purpose and intended nature of the account
- Confirmation of PEP status
- Details of occupation
- Enhanced due diligence where required
- Conducting on-going monitoring

## Counterfeit Notes

In accordance with European and national law, euro banknotes and coins which are suspected to be counterfeit shall be detained by Limerick & District Credit Union Limited. Should subsequent examination prove the note(s) or coin(s) to be genuine a full refund of the value will be made.

## Common Reporting Standard (CRS)

### Collection of Additional Information for CRS

Dear Members, please be advised that, in compliance with the OECD Common Reporting Standard, which came into effect on 1st January 2016, Limerick & District Credit Union Limited is required to seek information on the Tax Residency of its Members.

To this effect, all New Members and Members wishing to reactivate an account must sign a Self-Certification relating to their Tax Residency and provide their tax identification number.

Failure to sign this Self-Certification will mean that Limerick & District Credit Union Limited will not be in a position to open or reactivate the account.

## Deposit Guarantee Scheme

Basic information about the protection of your eligible deposits.

**Eligible deposits in Limerick & District Credit Union Limited are protected by:** the Deposit Guarantee Scheme

**Limit of protection:** Eligible deposits up to €100,000 per depositor.

**If you have more eligible deposits at the Limerick & District Credit Union Limited:** All your eligible deposits at Limerick & District Credit Union Limited are 'aggregated' and the total is subject to the limit of €100,000.

**If you have a joint account with other person(s):** The limit of €100,000 applies to each depositor separately.

**Reimbursement period in case of Limerick & District Credit Union Limited's failure:** within 15 working days until 31st December 2020

**Currency of reimbursement:** Euro

**To contact Limerick & District Credit Union Limited for enquiries relating to your account:**

Please contact us at:

Limerick & District Credit Union Limited,  
Redgate, Caherdavin, Limerick  
Telephone: (061) 455831  
Email: [info@lcu.ie](mailto:info@lcu.ie)

**To contact the DGS for further information on compensation:**

Deposit Guarantee Scheme,  
Central Bank of Ireland, New Wapping Street,  
North Wall Quay, Dublin 1.  
Tel: 1890-777777  
Email: [info@depositguarantee.ie](mailto:info@depositguarantee.ie)

### ADDITIONAL INFORMATION

- Your deposit is covered by a statutory Deposit Guarantee Scheme. If insolvency of your credit institution should occur, your eligible deposits would be repaid up to EUR 100,000.
- If a covered deposit is unavailable because a credit institution is unable to meet its financial obligations, depositors are repaid by a Deposit Guarantee Scheme. This repayment covers at maximum EUR 100,000 per credit institution. This means that all eligible deposits at the same credit institution are added up in order to determine the coverage level. If, for instance a depositor holds a savings account with EUR 90,000 and a current account with EUR 20,000, he or she will only be repaid EUR 100,000.
- In case of joint accounts, the limit of €100,000 applies to each depositor. However, eligible deposits in an account to which two or more persons are entitled as members of a business partnership, association or grouping of a similar nature, without legal personality, are aggregated and treated as if made by a single depositor for the purpose of calculating the limit of €100,000. In some cases eligible deposits which are categorised as "temporary high balances" are protected above €100,000 for six months after the amount has been credited or from the moment when such eligible deposits become legally transferable. These are eligible deposits relating to certain events which include:
  - certain transactions relating to the purchase, sale or equity release by the depositor in relation to a private residential property;
  - sums paid to the depositor in respect of insurance benefits, personal injuries, disability and incapacity benefits, wrongful conviction, unfair dismissal, redundancy, and retirement benefits;
  - the depositor's marriage, judicial separation, dissolution of civil partnership, and divorce;
  - sums paid to the depositor in respect of benefits payable on death; claims for compensation in respect of a person's death or a legacy or distribution from the estate of a deceased person.

### Reimbursement

The responsible Deposit Guarantee Scheme is Deposit

Guarantee Scheme, Central Bank of Ireland, New Wapping Street, North Wall Quay, Dublin 1, Tel: 1890-777777, Email: [info@depositguarantee.ie](mailto:info@depositguarantee.ie). It will repay your deposits (up to EUR 100,000); within 15 working days from 1 January 2019 until 31 December 2020; within 10 working days from 1 January 2021 to 31 December 2023; and within 7 days from 1 January 2024 onwards, save where specific exceptions apply. Where the repayable amount cannot be made available within seven working days depositors will be given access to an appropriate amount of their covered deposits to cover the cost of living within five working days of a request.

Access to the appropriate amount will only be made on the basis of data provided by the credit institution.

If you have not been repaid within these deadlines, you should contact the Deposit Guarantee Scheme since the time to claim reimbursement may be barred after a certain time limit. Further information can be obtained under [www.depositguarantee.ie](http://www.depositguarantee.ie)

### Other important information

In general, all retail depositors and businesses are covered by Deposit Guarantee Schemes. Exceptions for certain deposits are stated on the website of the responsible Deposit Guarantee Scheme. Your credit institution will also inform you on request whether certain products are covered or not. If deposits are eligible, the credit institution shall also confirm this on the statement of account.

## Payment Services Regulations 2018

Payments Services Regulations (also known as PSD1), which came into force in 2009, established common rules for certain types of electronic payments, such as credit transfers, direct debits, card payments, and mobile and online payments.

Payments Services Regulations 2018 (also known as PSD2) updates and complements the rules set out in PSD1.

The new rules seek to:

- Make it easier and safer to use internet payment services
- Better protect consumers against fraud, abuse, and payment problems
- Strengthen consumer rights.

PSD2 is applicable from 13 January 2018 and these Regulations provide for particular information to be given to members of a credit union with respect to their accounts. This is called Regulation 76 Information (Framework Contract).

Please speak to an officer of the credit union to clarify how you can access the Regulation 76 information as is your right under the new Regulations.

### Strong Customer Authentication (SCA)

Strong customer authentication (SCA) is the process that validates the identity of you the user when you log in to access online and mobile banking, and for further services such as making payments or changing your address.

From September 2019 you will be asked for additional security credentials. We will be sending you notifications to ask you to confirm that you have authorised payments, logged in or wish to make changes to your accounts. We will also implement additional fraud prevention measures. More information on PSD2 and SCA is included on our website

## Limits on share account balances, maximum lodgements and withdrawals

- For Members joining after the 1st September 2020, the maximum permitted share balance is €10,000.00

for a single member. The maximum permitted share balance is €20,000.00 for a joint account.

- For Members who joined before 1st September 2020, the maximum permitted share balance is €20,000.00 for a single member. The maximum permitted share balance is €40,000.00 for a joint account.
- Members are permitted to withdraw cash up to a daily maximum of €2,000.00 from their accounts.
- Members are permitted to lodge a daily maximum of €50.00 value of coins to their accounts

## Central Credit Register (CCR)

The Central Bank of Ireland are setting up a Central Credit Register under the Credit Reporting Act 2013. The Central Credit Register is a national database that will, on request, provide:

- a borrower with an individual credit report detailing their credit agreements;
- a lender with comprehensive information to help with credit assessments; and
- the Central Bank with better insights into national trends in the provision of credit.

The Credit Reporting Act 2013 requires us to process your personal and credit information for the Central Credit Register. From 30 June 2017, we will submit personal information to the Central Credit Register that we may already have about you, like:

- your name;
- address;
- date of birth; and
- personal public service number (PPSN) – a very important piece of information for matching.

The Central Credit Register needs this information to make sure it accurately matches your loans, including loans that you may have with other lenders. Producing a full and accurate credit report is one of the main aims of the Central Credit Register. We will also submit credit information each month about your loans, if the loan is for €500 or more.

Your loan information will be stored securely on the Central Credit Register where it will be used to create your credit report. The Central Credit Register will not calculate a score or grade for your credit report. Information will be kept on the Central Credit Register for five years after your loan is paid off.

In early 2018, credit reports will become available from the Central Credit Register. Once available, you may request your report at any time and are entitled to one free report each calendar year.

Lenders may only access your credit report:

- when considering an application for a new loan;
- if you ask to change the terms of a loan; or
- if they are reviewing a loan in arrears.

Employers, landlords, or any other person or entity cannot access your credit report without your written consent. You do not need to take any action.

We invite you to read the Central Credit Register factsheet at <https://www.centralcreditregister.ie/media/1083/a-consumer-guide-to-the-central-credit-register.pdf>.

## SME Loans

Please note that should you request a meeting with us to discuss the possibilities of an SME loan we will be happy to organise an appointment for you with one of our Loans Officers.

Please contact us to arrange an appointment.

For further information in relation to SME Loans and what is required please refer to the Loans section of our website at [www.mylimerickcu.ie](http://www.mylimerickcu.ie)