**Frequently Asked Questions**

 **Why is the branch closing?**

Over the past year, we have seen a significant decrease in the number of members visiting and using the Dunoon branch services.

**Can I visit any other branches?**

Of Course! For members who are looking to speak to a member of the team in person, your nearest branch is now Greenock (24 Kilblain Street, PA15 1SR), or if you are travelling around, you can also access all our services in our Port Glasgow branch and Paisley Branch.

For full details on opening times and how to get there, please visit [www.rwcu.co.uk](http://www.rwcu.co.uk) or email us info@rwcu.co.uk

**How do I pay in to my account?**

There are many ways in which you can pay into your credit union account; the easiest way to make deposits is by setting up a standing order or pay in using cash in one of our branches.

 The credit union also offers [‘Payroll Savings’](https://rwcu.co.uk/payroll-savings-accounts/); this is when you can save directly from your pay. If this is something you may be interested in, check to see if your employer is one of our partners. If your employer isn’t one of our partners speak to your employer to see if this would be something they would be interested in and send us an email to info@rwcu.co.uk

**How do I set up a standing order?**

If you have online banking, you can set the standing order up yourself, please use the information below -

**Right Way Credit Union**

**Sort Code: 80-91-27**

**Account Number: 06024875**

**Payment Reference** – **Membership Number**

 **\*Please Note:** You **MUST** use your membership number as the payment reference. Failure to provide a payment reference will result in a delay of the standing order being processed. If you are unsure of what your membership number is, please send the office an email to info@rwcu.co.uk

**How do I withdraw my money?**

**\*Share withdrawals limited to 13 per year (1st October 2020)**

Withdrawals can be requested in branch or online via the member area/Mobile App.

Online - the funds will be paid into your nominated bank account.

In Branch – withdrawals up to the maximum of £500 can be requested. If you require more, this will need to be paid in to a bank account

Online Share withdrawals requested before 3pm will be paid into the members account by close of business that day. Requests made after 3pm will be paid the next business day, this excludes a Saturday, any withdrawal requests made on a Saturday will be paid out on the following Monday. If the Monday falls on a Bank holiday, the money will be paid the next working day.

**Share withdrawals can only be requested by the account holder, should you wish to register a Power of Attorney, please email** **info@rwcu.co.uk**

Share withdrawals will not be processed If you do not have a nominated bank account. If you need to update or change your nominated bank details you will have to come into one of our branches to do this, please bring along your bank card or bank statement to update this information.

**How do I apply for a loan?**You can apply for a loan online via our member area, or you can download our mobile app and keep your credit union in your pocket – just search for ‘Right Way Credit Union’ in the App Store or Google Play Store. Another option would be to call one of our branches (0141 889 7442/ 01475 734 655) and arrange to pop in an apply in person.

If you would like to pop into our branches, please ensure you have all your proof of income with you. Please contact us by emailing info@rwcu.co.uk for more information.

**What is Life Savings Protection Insurance (LPLS)?**

LPLS is a free service in which Right Way Credit Union provides to members and their family in the unfortunate event of your passing. As a member of Right Way, savings up to the value of £3000 are covered and £15000 in loans. For more information on this free service and for terms and conditions please speak to a member of the team.

**Is my money safe?**

Right Way Credit Union is authorised by the Prudential Regulation Authority and Regulated by the Financial Conduct Authority and the Prudential Regulation Authority Firm Ref: 446350. As part of the Financial Services Compensation Scheme (FSCS) your savings up to £85,000 are safe.