

# New card and account



Our popular Pay-as-you-go debit card is about to get better. The card will now have many of the features of a current account, without the risks of an overdraft facility.

Your card will come with an individual sort code and account number and we will be able to top this up from your credit union account any working day of the week, or you can have wages paid directly onto the card.

You will be able to set up faster payments and direct debits for the first time and the card will give you money management tools to help make your money go further.

As well as getting 24/7 customer service support there will be a mobile app to help keep track of your funds.

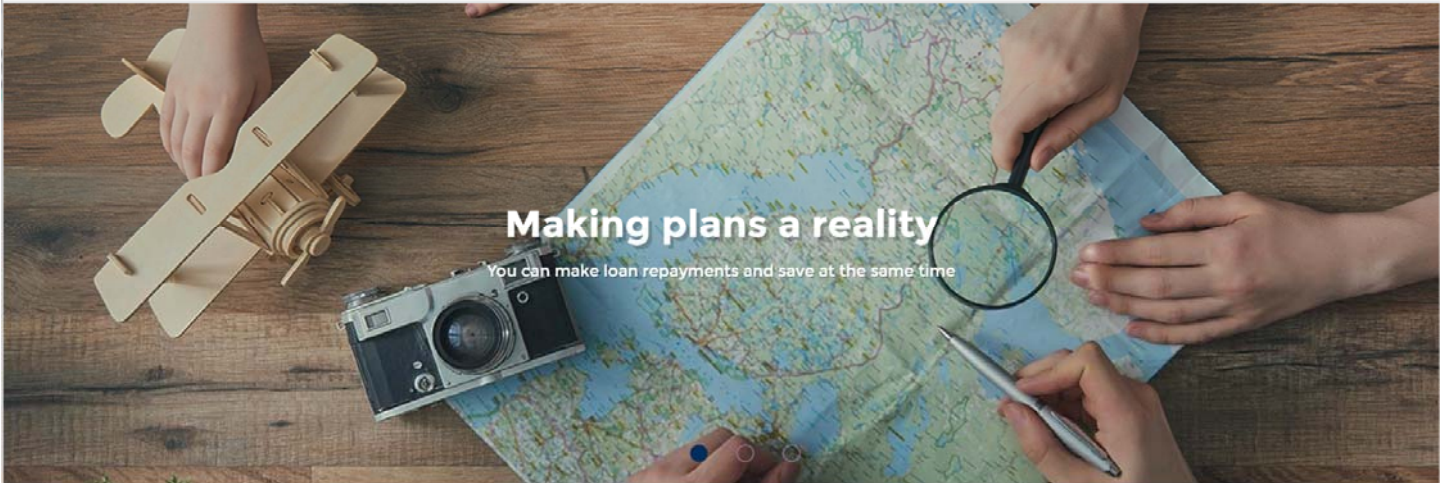
We are sure you will love the retailer cashback rewards that will cover the costs of using the card if you use some of the shops in the programme.

The card will change from being a Visa card to a Maestro card and you will still be able to use it for transactions online, in shops and at cash machine in the UK and abroad.

We will remove the 50p charge for loading the card and replace this a monthly fee of £1.50, saving money for people who have one or more card loads a week.

The card will remain **FREE** at the point of use and cashback in shops will still be free.

Members with an existing Visa card will be issued with a replacement free of charge in the Spring.



## Making plans a reality

You can make loan repayments and save at the same time

Welcome to Eastern Savings and Loans

## We are growing – our digital presence.

In November 2016 we launched our new website. The site offers greater functionality, and is compatible with tablets, and mobile phones. You can apply for a loan online, where we have provided new loan sliders to make it easier for you to find out how much your loan could cost!

At the same time as we have increased the ways you can apply for a loan, we have reduced our processing time and aim to get a decision to you in fewer than four working days. Our new website is a perfect point of call for anyone wanting to find out more about Credit Union membership. It also allows you, our existing members, a quick and easy way to stay in control of your money with online banking. More and more of our members are using online banking to move money from their Credit Union account and we continue to hear how many of you love the service. We are working hard for you and hope to be bringing in more features in 2017.

In addition to creating a new website we have also increased our usage of Social media. Have you liked our Facebook page? Or do you follow us on Twitter? You can keep up-to-date with all that is happening at Eastern Savings & Loans by joining us on Social Media. We share interesting articles, current news stories and keep you informed of all our offers, services and benefits.

**Flexible Loan**  
Repay early at any time with no penalties, and no set up fees  
For Loans of £1,000 - £3,000

Quote LE01 to apply

www.eslco.co.uk 03336 000690 office@eslco.co.uk

## Competitive interest rate with all the benefits of a credit union loan

At the Eastern Savings & Loans we are always thinking of you and unlike other lenders we only lend you what you need. If you are looking to increase your purchasing power but do not want to be saddled with unnecessary debt our Flexible loan could be the product for you.

With interest rate of just 1.5% (19.6% APR)\* for £1,000 - £3,000, and now you can apply online, why go anywhere else?

You can make additional repayments at any time at no extra cost, and repay the loan either weekly, fortnightly or monthly.

\* Subject to status. Terms and Conditions apply. Other products are available

## Protected Savings

Your eligible deposits continue to be protected by the Financial Services Compensation Scheme. The FSCS protects banks, building society and credit union deposits up to £85,000.

Make sure your contact details are up to date to ensure any payments reach you as soon as possible.



## Our Free Life Insurance

Life Savings insurance is provided at no extra cost when you save with your credit union, paying a lump sum on your savings when you die. Savings insurance has been designed to make the lives of families and next of kin easier in the event of death. A lump sum on bereavement can help towards funeral costs or could be left as a legacy for a loved one.

- The amount of savings insured is 100% up until the age of 64.
- From 65 to 79 savings are insured at 25%. After the age of 80 deposits are not insured.

In the event of death, we will pass any funds to the person you choose. You can change the person you nominate at any time. Terms and Conditions apply.

## Use your phone to control your money.

We can help you access your money five days a week.

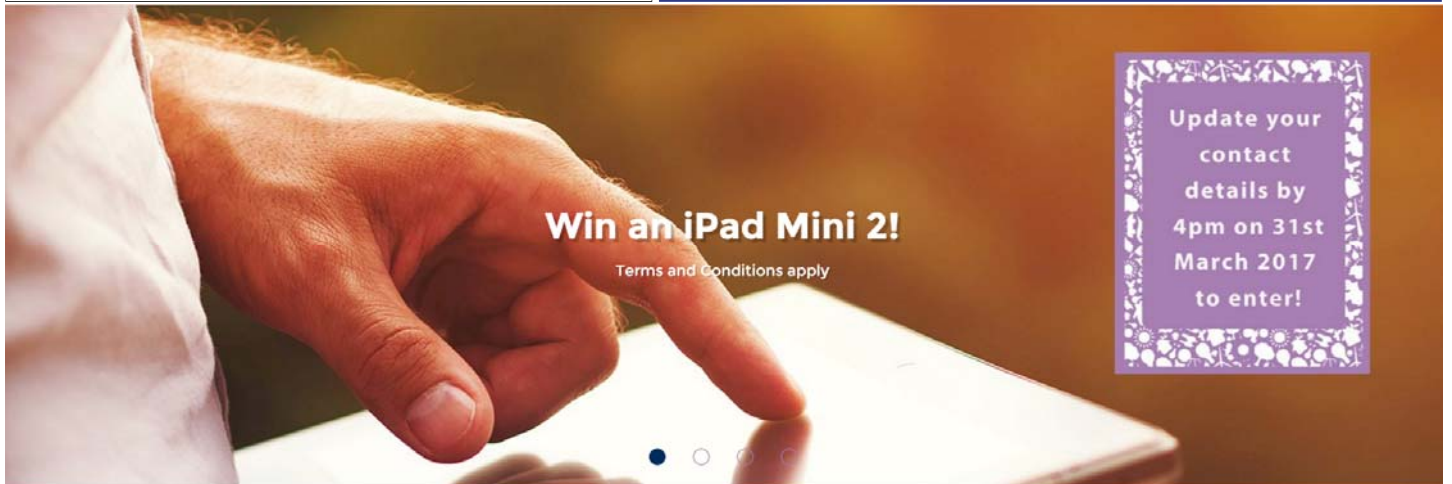
We now have one number for you to call:

**03336 000690**

We answer calls Mon - Fri between: 9.30 and 4.30 pm.

If we are busy, leave a voice mail and we will get back to you.

If you want to look at your account on Saturday or Sunday, go online!



## Update your details – Win an iPad Mini 2 in two easy steps!

We are keen to ensure we have the correct and up-to-date contact details of our members so you can receive information about the benefits of your Credit Union membership, and the products and/or services on offer.

These include:

- The latest Credit Union news and member benefits
- Changes to opening times and service provision
- Members will only receive emails and/or text messages relevant to them
- Product offers and future competitions

### Step 1

Visit our website and go onto our competition page <https://www.esluc.co.uk/prize-draw>.

### Step 2

Fill out the contact information form and submit.

Do this by 4pm on Friday 31st March 2017 to be in with a chance of winning.

All members who meet the qualifying criteria will be entered in to the draw to win. Read more at <https://www.esluc.co.uk/prize-draw> for full terms and conditions.

## Eastern Savings and Loans

Registered Address: 61- 63, Austin Street, Ipswich, IP2 8DF

Web: [www.esluc.co.uk](http://www.esluc.co.uk)

Email: [office@esluc.co.uk](mailto:office@esluc.co.uk)

Tel: 03336 000690

Deposits are protected by the Financial Services Compensation Scheme • Authorised by the Prudential Regulation Authority (PRA) and regulated by the Financial Conduct Authority (FCA) FRN 213756. • Member of the Association of British Credit Unions Ltd. • Registered under the Co-operative and Community Benefit Societies Act 2014. No.658C

# Eastern Savings and Loans Credit Union Ltd

## Annual General Meeting

Members are invited to the Eastern Savings and Loans Credit Union Ltd Annual General Meeting on **Tuesday 7th March 2017 at 6:30 pm** (doors open 6:15 pm) to be held at the **Co-Operative Education Centre, 11 Fore Street, Ipswich, Suffolk IP4 1JW**. (Parking access via Waterworks Street).

We will update you with recent news and give information about our latest developments at your Credit Union. We look forward to seeing you.

**Please RSVP to [office@eslcu.co.uk](mailto:office@eslcu.co.uk)**

### Agenda:

- 1 Welcome by the Chairman
- 2 Verification of Quorum and Apologies
- 3 Approval of the Minutes of the last Annual General Meeting
- 4 Report of the Board of Directors: Frank Eliel
- 5 Report of the Treasurer and consideration of Accounts: Ruth Wailes
- 6 Report of the Auditor: Ruth Wailes
- 7 Appointment of Auditors for the coming year: Ruth Wailes
- 8 Report of the Supervisory Committee: David Daynes
- 9 Any Other Reports:  
CEO Report: Chris Mole
- 10 Election of Directors
- 11 Election to the Supervisory Committee
- 12 Motion (see below)
- 13 Any other business
- 14 **Proposal of the Honorarium to the Treasurer**

### Dividend:

There will be no dividend recommendation this year.