


Undeb Credyd y Barcud Coch Cyf.

Firm Reference Number 213592

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Red Kite Credit Union

Registered Number 432C

Registered and Main Office:-
20, Market Street,
Builth Wells
POWYS
LD2 3EA

or use Response Form on www.redkitecreditunion.co.uk

Important Information for Members

Please keep this leaflet in a safe place as you may need to refer to it later.

Credit Union Registered Name, Trading Name, Registered Office and Contact Details

These are as at the top of this leaflet. Please use these for all communications with the credit union.

Important information about compensation arrangements

We are covered by the Financial Services Compensation Scheme (FSCS). The FSCS can pay compensation to depositors if a credit union is unable to meet its financial obligations. Most depositors – including most individuals and small businesses – are covered by the scheme. In respect of deposits, an eligible depositor is entitled to claim up to £85,000. For joint accounts each account holder is treated as having a claim in respect of their share so, for a joint account held by two eligible depositors, the maximum amount that could be claimed would be £85,000 each (making a total of £150,000). The £85,000 limit relates to the combined amount in all the eligible depositor's accounts with the credit union, including their share of any joint account, and not to each separate account.

For further information about the scheme (including the amounts covered and eligibility to claim) please ask at your local branch, visit www.fscs.org.uk or call 0800 678 1100.

Specific Note by Red Kite Credit Union

The above text is supplied by FSCS. Current deposit limit with Red Kite CU is £15,000. Actual compensation may be subject to conditions.

FSCS Information sheet and Exclusions list is available on our web site.



Complaints Procedure

It is our aim to keep you happy and we operate a TCF (Treating Customers Fairly) regime. If, however, you have cause to complain please submit the complaint in writing to the registered address as above. You can send it by email but you must supply your full name and address and email is not a guaranteed service (outside our control – we will respond if we get your email).

Financial Ombudsman Service (FOS)

This service is available to you if you cannot obtain satisfaction using the Complaints Procedure. For further information refer to www.financial-ombudsman.org.uk or ring 0800 023 4567 or write to

The Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR

[This leaflet can be supplied in a larger size on request.]