

## ***Distance Contract Information - Clonmel Credit Union Limited***

The following information is being made available to you for the purposes of Part 2 of the European

Communities (Distance Marketing of Consumer Financial Services) Regulations 2004. This Distance

Contract Information provides basic details about the Financial Services you can apply for online, by

email or by phone with Clonmel Credit Union Limited. The information set out here should be read

in conjunction with the Products - General Terms and Conditions, where more detailed information is

contained on the terms and conditions on our Services.

### **1. The Credit Union**

Clonmel Credit Union Limited is a Financial Services provider of lending savings and current

account products. Our office is located at Parnell Street, Clonmel, Co Tipperary, Ireland. We are

registered with the Registry of Credit Unions within the Central Bank of Ireland and are regulated

by the Central Bank of Ireland.

You can also contact the Credit Union by;

Phone - 052 6125292

Email - [admin@clonmelcu.com](mailto:admin@clonmelcu.com)

### **2. Our Services**

The Credit Union offers a range of Financial Services including Personal, Business and Community

Lending, Personal Current Accounts and Personal Savings Accounts and Club Accounts. The

availability of all Services offered by Clonmel Credit Union Limited are limited to persons who are

paid up Members of the Credit Union who meet any such other conditions as may be imposed by

the Credit Union from time to time.

### **3. Fees and Charges**

We charge interest on all of our Loans at a variable rate, this means that the interest rate may

change over time and that your borrowing costs may increase. We will notify you in writing before

any change to a variable interest rate.

We charge for certain services on the Current Account. These charges are set out in the Schedule

of Fees and Charges available on our website. We reserve the right to change the fees and charges

under the Personal Current Account Terms and Conditions.

We are legally obliged to collect certain duties on behalf of the Government each year, including

duty on cheques and cards and, only if these services relate to your account and are used by you.

The present amount of Stamp Duty is included in the Schedule of Fees and Charges (the

Government has the power to vary the amount of that Stamp Duty at any time).

#### **4. Your Right to Cancel**

You have the right to cancel your current account within 14 days of opening it. If you so cancel,

(a) any money in the account will be returned to you and (b) If your account is overdrawn, you will

have to pay us the overdraft amount and any interest accrued on it. We do not charge you for

closing the account and cancelling the contract but we are entitled to (i) be paid or to retain fees

and charges for any services provided by us where these are due under the Personal Current

Account Terms and Conditions; and (ii) any Government Stamp Duty you owe.

You will have a right to cancel your loan within 14 days of drawdown and can do so in branch, by

phone or in writing. The Credit Union will not charge any fees for early repayment. If you do not

exercise your right to cancel within 14 days, the interest rate quoted in your Credit Agreement will

be charged on all sums borrowed and outstanding.

#### **5. Governing Law**

All Agreements will be governed by the laws of Ireland and the Irish Courts will have exclusive

jurisdiction to resolve any disputes. All communications with you will be in English.

#### **6. Complaints**

In the first instance, if you wish to make a complaint about the service you receive you can do so

in writing to Clonmel Credit Union Limited.

If you are not satisfied with how the Credit Union proposes to resolve your complaint you have the

right to refer your complaint to the Financial Services and Pensions Ombudsman, Lincoln House,

Lincoln Place, Dublin 2.

In accordance with Part 4 of the European Union (Alternative Dispute Resolution for Consumer

Disputes) Regulations 2015, we wish to advise you that the European Commission operates an

online disputes resolution platform where the Financial Services and Pensions Ombudsman is an

Alternative Disputes Resolution Entity. You can access the online disputes resolution platform at

<https://ec.europa.eu/consumers/odr/>

## **7. Compensation Scheme**

The Deposit Guarantee Scheme administered by the Central Bank of Ireland applies to eligible

deposits held in Clonmel Credit Union Limited. The maximum amount payable is 100% of all

deposits held by one depositor subject to a maximum compensation of €100,000. Further details

are available on <https://www.depositguarantee.ie/>