



Member Survey the results



Thank you to those members who took part in our member survey recently. Once again your responses tell us that you appreciate the services available and think that the values we hold are as important to us as they are to us.

Here are just some of the results.

3380 surveyed

441 responses

13% response

92%

Think Hoot products are good value for money

95%

Say Hoot customer service is good or very good

87%

Find the loan application process good or very good

90%

Are extremely or very satisfied with Hoot



Feel they have their finances under control



Feel confident in making financial decisions



When looking at loans, what's the thing most important to members?



Would recommend Hoot to friends and family



Message from the CEO
David Batten

Welcome to the summer edition of the Hoot newsletter.

This last few months have been busy with the member survey, our new website and the introduction of our new Engage prepaid card.

The results of the survey are very positive and, although there are a few areas for improvement, are testament to the hard work of staff and volunteers, plus the loyalty of our members.

Although we are a values led community business, we must always provide the best possible service and value for money for our members and we continue to introduce improvements to the services we offer.

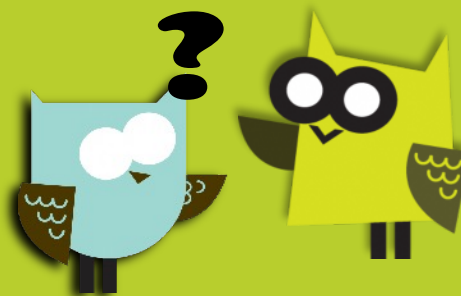
The new Engage card (see details inside) is the latest product that I know members will like as it gives much more flexibility on how to manage your Hoot account.

Thank you for your membership, it's why we are here and why we say 'every member matters'

Great scores but we will not rest on our laurels. We will take a closer look at those areas that didn't score so well and see how we can make improvements.

Congratulations to Sheila Carolan, winner of the prize draw for the £50 shopping voucher.

Some of your loan questions answered



What do you look at when I make a loan application?

We look at your income and expenditure to make sure you can afford the loan you are asking for; then we look at your credit history - if you have any other loans, credit cards or other credit and how well you have been able to repay them. If we need to know more our loan officers will contact you.

Why would I have to provide more information?

We need to get to know you as an individual to fully understand your financial position. The information you provide is confidential and is only used to give us an overall picture of the amount you can afford to repay on a loan amount requested. It will inform our decision on whether to grant the loan.

I have a poor credit history, can I still get a loan?

We do credit searches to help us make decisions but we consider all loan applications carefully on an individual basis. Loan decisions are based on your ability to repay the amount you borrow and if you are trying to repay and resolve your previous debts, we will consider giving you a loan. As a responsible lender, we will never knowingly put you in a worse financial position that could cause you financial hardship, so on occasion we may say no to your loan application.

How long will it be before I know if I've got my loan?

Once we have all the information we need it usually takes up to 2 to 3 working days to get a decision on your loan application. This can change during busy periods. Once the decision is made you will be contacted by a member of the team.

What loans are available?

Full details of the loans available from Hoot can be found on our website

www.wisewithmoney.org.uk

Whichever loan you choose you can be sure that we will take your individual circumstances into consideration and the final decision will be made by a real person, not a computer programme.



All Hoot loans come with:
Free life insurance on the loan*
NO set up fees
NO early repayment penalties
NO late payment charges

"I have saved hundreds of pounds by coming to Hoot Credit Union. I've used my Hoot loan to buy a washer, cooker and TV all by affordable repayments. I have also managed to build up some savings too and would recommend them to anyone"

* Limits and age restrictions apply

Handy Loan

For when that little bit of extra cash comes in handy. Loans up to £2,000

Budget Loan

Helping you manage those larger expenses. Loans up to £10,000

Premier Loan

For people with a good history of managing credit. Loans up to £15,000

Did you know that since 2005 Hoot members have saved almost £4 million in loan interest by borrowing from Hoot rather than higher cost lenders?

We call that our community dividend because, whether you save or borrow from Hoot, you are getting a great deal and supporting your community at the same time.

Borrowing like it used to be



Fancy a natter?

Tell everyone you know about the benefits of joining Hoot

As a community co-operative Hoot is committed to offering products and services that help members manage their money and build up a history of good money management.

Being a Hoot Credit Union member means you are part of a community that encourages good money management, active saving and responsible borrowing.

Do you know anyone who you think would benefit from Hoot membership?

Tell them about who we are and what we do, and point them to our website at www.wisewithmoney.org.uk for more information on the advantages of Hoot membership.

Did you know that anyone who works for these employers can join Hoot no matter where they live?

- Bolton Council
- Bolton at Home
- Greater Manchester NHS Foundation Trust
- Salvation Army Housing Association
- Warburtons Ltd
- Greenhalgh's Craft Bakery Ltd
- Seddon Construction Ltd
- Herbert T Forrest Ltd
- AO World Plc
- Whistl Ltd
- Starts With You

If you work for the first three on the list you can save via payroll deduction right now! Call us for details.

If not, ask your employer to take a look at our payroll savings scheme at www.wisewithmoney.org.uk/payroll

Then see if you can tell three people about the benefits of joining Hoot Credit Union.

Welcome to the Engage Prepaid Card

The new visa debit prepaid card exclusively available to credit union members



We are pleased to offer our members the new Engage VISA contactless prepaid card. The Engage account and Visa debit card works just like an account from a high street bank but is only available from your Engage accredited credit union. Once you have loaded your Engage card from your Hoot savings account, you can use it to shop, pay bills and save money with our cashback rewards programme.

- A fantastic account facility that works similar to a high street bank account
- Ability to get statements, pay bills and set up standing orders
- ATM withdrawals and cash-back supermarkets and other retailers
- Unlimited cash rewards of between 3% and 15% on your shopping
- Discounts on utilities, mobile phone bills and insurance products
- Telephone and online UK based customer services available 6 days a week
- Free mobile app available on Android and iPhone
- Engage Envelope Money Management Tool
- Free email alerts to help you track your spend

Fees and Charges

Card fee	£Free
Monthly Fee	£2.00
Card Load Fee	£FREE
ATM withdrawal (UK)	£0.75
ATM withdrawal (Overseas)	£2.00 + 2%
In store purchase (UK)	£FREE
ATM withdrawal (Overseas)	£1.00 + 2%
Balance enquiry (ATM)	£0.10
Balance enquiry (SMS)	£0.10
Online statement	£FREE
Paper statement	£1.50
Daily ATM limit	£250.00
Maximum balance	£10000
Other fees apply - ask for details	



NO CREDIT CHECKS



CONTACTLESS PAYMENTS



MOBILE APPS



CASHBACK REWARDS



MONEY BUDGET TOOL



NO OVERDRAFT CHARGES

Request an application form by calling 01204 365024 or download an application form from www.wisewithmoney.org.uk/prepaid

*Based on average spend of existing card holders.

Uniting our community for a fairer financial future

Ways to pay

Faster payment or standing order from your bank account



Telephone payment with your debit card (limits apply)

Cash deposit in branch



Allpay card at your Post Office or Paypoint outlet

Ways to withdraw

Bank transfer to your nominated bank account



Withdrawal loaded to your prepaid card (limits apply)

Cash withdrawal in branch (max. £250)



If you want to know more about how to pay in or withdraw from Hoot contact member services on

01204 365024

enquiries@wisewithmoney.org.uk

Opening Hours

Monday	9.30 - 4.00
Tuesday	9.30 - 4.00
Wednesday	11.00 - 4.00
Thursday	9.30 - 4.00
Friday	9.30 - 4.00
Saturday	Closed
Sunday	Closed

Closed Bank Holidays, Christmas Day and New Year's Day



@hootcreditunion



www.facebook.com/hootcu

Your money is safe with the credit union

Your savings are protected by the Financial Services Compensation Scheme. The FSCS can compensate customers of UK authorised financial services firms like credit unions if they have stopped trading.

You get free life insurance on your savings and your loan

Hoot provides free life insurance* on your savings balance and loan balance should anything happen to you, so your loved ones don't have to worry.

**Age restrictions and balance limits apply*

Did you know?

There are no hidden fees or charges

If you take a loan with Hoot you can be sure that there are:

- NO** set up fees
- NO** early repayment costs
- NO** late payment penalties

You are more than just a customer

Hoot is a member owned co-operative, so everything we do is in the interest of our members.

You have a say in how Hoot is run and you get a share of the profit in proportion to your savings.

and in other news...

- Common bond extended to include new employers
- Three new directors members elected to the Board
- Dividends totalling £6.000 paid to members
- £640,000 loans in the first 9 months of the year
- Saving members £335,000 in loan interest
- Savings reaches £1.4m



Uniting our community for a fairer financial future