

Membership Terms and Conditions

Last updated:	February 2026 by the CEO
Authorised:	February 2026 by the BoD
To be reviewed:	February 2027

These Terms and Conditions set out the standards by which Kingdom Credit Union Limited, trading as Kingdom Community Bank (KCB), operates and by which Members agree to abide when joining.

1. Introduction

- 1.1 Kingdom Credit Union Ltd trading as Kingdom Community Bank (KCB), was formally registered as a Credit Union in June 2004 and commenced operations in September 2004.
- 1.2 KCB operates by lending the money that members save with us. The interest charged on loans helps cover our running costs and enables us to provide further loans.
- 1.3 KCB is owned by its members, who have a say in how we are run, most notably at the Annual General Meeting (AGM), where officers are elected, accounts are presented, and any dividend is proposed. Each adult member has one vote, regardless of their savings balance.
- 1.4 Members aged 18 years or over can request a copy of the Annual Report and Accounts and will be invited to attend the AGM as voting members.
- 1.5 Any surplus made by KCB at the end of the year is distributed to savers or reinvested to develop the business. We have no external shareholders.
- 1.6 KCB can only accept members who meet specific eligibility criteria. Please refer to the **Eligibility** section for details.

2. Our Commitment to Members

- 2.1 We operate responsibly and aim to provide products that are affordable and suitable for your needs, based on the information you provide.
- 2.2 We will present information about our products and services clearly, fairly, and without misleading language, enabling you to make informed decisions.
- 2.3 We will never pressure you into taking out credit (or any other products).
- 2.4 Our decisions are made for the benefit of our members and are governed by our Rules and a regulatory framework. We are committed to acting in good faith, avoiding foreseeable harm, and supporting members to achieve good outcomes when using our services.
- 2.5 We offer services to all who meet our common bond eligibility. Aside from necessary checks for eligibility, anti-fraud, and anti-money laundering purposes, we do not conduct financial checks for opening savings accounts (further checks apply for loan applications).
- 2.6 We will ensure that our communications are timely and relevant, providing updates about any changes that could affect your accounts or services.
- 2.7 If you need additional support to understand or manage your account, please let us know. We have a separate **Vulnerable Members Policy** which sets out how we can support members in a sensitive and appropriate way.

3. Eligibility

- 3.1 To join KCB, you must be eligible at the time of applying. Our eligibility criteria are collectively known as our 'common bond', which include living or working in Fife. **Anyone who lives or works in Fife is eligible to join.**
- 3.2 We are legally required to verify your identity and residence. We may collect this manually or obtain your permission to electronically verify your details. We will store copies of documents obtained or the results of the verification as necessary (see below for information about how we look after your personal information).

- 3.3 Once you become a member, you may remain so even if you no longer meet the original eligibility criteria, (for example, if you move out of the area or change your job), **subject to our Rules.**
- 3.4 No Member shall hold Shares (savings) exceeding **£20,000.**

4 Junior Members

- 4.1 We offer savings accounts for children and young people under the age of 18.
- 4.2 Junior accounts must be opened and operated by a parent, guardian, or other responsible adult acting as trustee on behalf of the child.
- 4.3 The trustee is responsible for the operation of the account and for ensuring that funds are used for the benefit of the child.
- 4.4 The child does not have independent rights to operate the account until they reach the age specified in our Rules and product terms.
- 4.5 Full terms relating to Junior Accounts are set out in our separate **Junior Saver Account Terms and Conditions**, which are available on request or via our website.

5 Charges

- 5.1 KCB has no hidden charges. Any charges are clearly set out and are intended to cover the cost of providing that service.
- 5.2 Our services are provided on a 'reasonable usage' basis. Where applicable, we reserve the right to charge for services that are not being used as intended. This will be communicated to you, with details of how to avoid these charges.
- 5.3 As we are a financial co-operative, our success lies with its members and their use of the products and services on offer. An annual membership fee of **£5** may be applied to all accounts.
- 5.4 We will explain any fees in a straightforward way, including the annual fee applied to all accounts and how these funds are used to support and improve our services.

6 Financial Advice and Debt Counselling

- 6.1 We cannot offer any general advice regarding financial products, nor can we recommend any particular provider. We suggest seeking independent financial advice if required.
- 6.2 We provide guidance only on our products and offer budgeting support in cases of payment difficulties.
- 6.3 We are not licensed to provide any debt counselling or advocacy services and suggest seeking free advice from a debt charity if required, such as your local Citizens Advice and Rights Fife (CARF), StepChange or the MoneyHelper.
- 6.4 We will always handle any conversations about financial difficulties with sensitivity and understanding.

7 Services Provided by Third Parties

- 7.1 We may work with other organisations to offer services that we wouldn't be able to provide on our own.
- 7.2 We will do our best to provide up-to-date information and charges for these services. You should note, however, that your contract will be with the provider directly and so we are unable to take responsibility for the services provided or for their fee structure.
- 7.3 Some third-party services for processing and compliance may require disclosure of personal information in line with data protection laws.
- 7.4 We will only work with third parties who align with our commitment to fair treatment and high service standards.

8 Discussion of Your Account by Third Party

- 8.1 You can authorise us to communicate with a trusted third party regarding your account, for example a family member or support worker. This must be authorised in writing and does not

give the other person permission to carry out transactions on your account unless you have specifically authorised them to do so

- 8.2 You may choose to use a communication support service, such as a British Sign Language (BSL) interpreter or other accessibility support, to help you communicate with us. This does not require written authorisation and does not give the support person any authority over your account.
- 8.3 You can authorise another person to operate your account. You will need to provide authorisation in writing. You can also do this by signing a power of attorney, but you should take legal advice before doing so. If you authorise another person to operate your account, then you will be responsible for their actions or omissions as if they were your own.
- 8.4 It is the account holder's responsibility to ensure that they seek appropriate advice where necessary.

9 Stopping Payments, Minimum Balance and Dormancy

- 9.1 We understand that at times you may wish to reduce the amount that you are saving or stop transfers altogether. You can manage your own payments directly through your bank. Where needed, we are happy to support you or provide guidance on how to make changes. Some payment methods may require advance notice depending on how they are set up.
- 9.2 Maintaining an account requires that a minimum deposit of £5 is held in your membership account.
- 9.3 An account becomes 'dormant' when there have been no transactions for twelve months or more.
- 9.4 We may apply a reasonable annual fee to cover the cost of servicing a dormant account. When the balance reaches zero, the account will be closed.
- 9.5 At our discretion we will take steps to find members whose accounts are dormant so that we can pay them any balance held. We will take any costs incurred (e.g. of using a tracing agency) from the amount paid.
- 9.6 Where a member cannot be traced and an account remains dormant, any balance will be dealt with in line with our Rules and legal/regulatory requirements.

10 General Information

- 10.1 You must notify us of any changes to your contact details as soon as you can (including address, phone number and e-mail address).
- 10.2 Annual account statements are provided, with additional statements available on request. Any applicable fees will be clearly explained at the time of request.
- 10.3 If you owe us money, including where a loan is in arrears, we reserve the right to use funds held in any of your accounts with us to reduce or repay the amount owed. We will normally notify you before exercising this right.
- 10.4 For more information, please contact us on 01592 714888 or e-mail info@kingdomcb.org.uk.

11 Account Closures and Withdrawal of Services

- 11.1 Members can leave KCB at any time without penalty, provided no debts remain.
- 11.2 Any Junior Accounts for which you act as trustee may be transferred to another eligible adult trustee or closed, subject to our Junior Savers Account Terms and Conditions and any applicable legal requirements.
- 11.3 As a private membership organisation, we have the right to suspend or withdraw services at any time from any member who does not abide by our Rules (in spirit or letter), or if we suspect fraudulent activity.
- 11.4 Our staff and volunteers are here to help you and have the right to go about their work safely. We have a zero tolerance policy on abusive language and behaviour and will not hesitate to withdraw membership from anyone who makes them feel threatened in any way, regardless of the intent.

12 Use of your information

- 12.1 Kingdom Credit Union Ltd (trading as Kingdom Community Bank) is the controller of your personal data which we will use in order to open, administer and run your account. We process your personal information where this is necessary to provide services to you, to meet our legal and regulatory obligations, and for the purposes set out in our Privacy Notice.
- 12.2 We will never sell your data and will only share it where necessary for purposes such as identity verification, fraud prevention, compliance, service delivery, and as outlined in our Privacy Notice.
- 12.3 Our Privacy Notice, detailing data use and storage, is available on our website or upon request.
- 12.4 We are committed to protecting your personal data and ensuring it is used transparently and securely.

13 Changes in Terms and Conditions

- 13.1 We reserve the right to adapt or amend these Terms and Conditions at any time.
- 13.2 The latest version will always be available on our website and upon request. Where changes are material, we will communicate them to Members in a timely way.

14 Complaints

- 14.1 We strive to provide members with a high-quality service. Should we fall short, please let us know and we will try to put it right. If you are still not satisfied, you can use our Complaints Policy.
- 14.2 Complaints about any aspect of our service can be made in person, by post, or by e-mail. More information can be found on our website, and our Complaints Policy is available on request.
- 14.3 If you wish to make a complaint in writing, you should address it to: Chief Executive Officer, Main Street, Methilhill, KY8 2DP.
- 14.4 If you wish to speak to someone regarding your complaint, please call us in the first instance on 01592 714888.
- 14.5 If we do not resolve your complaint within 8 weeks, or you remain unhappy with our final response, you may refer the matter to the Financial Ombudsman Service.
- 14.6 Contact details for the Financial Ombudsman Service are: The Financial Ombudsman Service, Exchange Tower, 1 Harbour Exchange Square, London, E14 9SR.

15 Statutory Details

- 15.1 KCB trades from its registered office at Main Street, Methilhill, KY8 2DP, Kingdom Shopping Centre, 15 Lyon Way, Glenrothes, KY7 5NN, Kingsgate Centre, Dunfermline and Community Centre, Castlehill, Cupar, Fife, KY15 4HA.
- 15.2 Kingdom Credit Union Ltd is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, Firm Reference Number (FRN):231896
- 15.3 KCB is covered by the Financial Services Compensation Scheme (FSCS). The FSCS will pay compensation to depositors if a credit union is unable to meet its financial obligations, subject to eligibility.
- 15.4 Eligible deposits are protected up to £120,000 per eligible person, per authorised firm. Joint accounts are protected up to £240,000 (i.e. £120,000 per eligible account holder).
- 15.5 For further information about the scheme (including the amounts covered and eligibility to claim), please refer to the FSCS website or call 0800 678 1100.