



Terms of Business of Health Services Staffs Credit Union Limited

These Terms of Business set out the basis on which the Health Services Staffs Credit Union Limited will provide business services to you as an individual member of this credit union. Please read through these carefully and if you have any questions, please just ask a staff member.

- The Health Services Staffs Credit Union Limited is based at 5 High Street, Christchurch, Dublin 8. Telephone number 01 –6778648 Email info@hsscu.ie and website www.hsscu.ie.
- Health Services Staffs Credit Union Limited is subject to compliance with all regulatory requirements relevant to our authorisation. Health Services Staffs Credit Union Limited is subject to the Consumer Protection Code 2012, where it relates to our authorisation as intermediaries, the Minimum Competency Code and the Individual Accountability Framework as it applies to credit unions, all of which offers protection to consumers. The code(s) can be found on the Central Bank’s website www.centralbank.ie
- **Health Services Staffs Credit Union Limited is regulated by the Central Bank of Ireland**
- **Health Services Staffs Credit Union Limited (‘the firm’) (ref. No. 13881) is authorised under the European Union (Insurance Distribution) Regulations 2018 as an Insurance Intermediary and Investment Intermediaries Act, 1995 (as amended) as an Investment Intermediary – Deemed RAIPI**
- Health Services Staffs Credit Union Limited provides Loan Repayment Protection Insurance through CMutual Group Services (Ireland) Ltd and underwritten by Maiden Life and Maiden General AB We only provide products on a limited analysis of the market basis. This means that we only provide products with whom we have a written commercial agreement to do so. Therefore the products that we provide are not based on an analysis of all products available in the marketplace.
- Health Services Staffs Credit Union Limited is remunerated through commission from the insurance intermediary services provided and does not apply any additional charges to the insurance premiums quoted
- It is the policy of the Health Services Staffs Credit Union Limited to avoid any conflict of interest when providing the above services to members. However, where a conflict of interest may arise we will advise you of this in writing before proceeding with any such service. If you have not been advised of any such conflict you are entitled to assume that none exists.
- It is your responsibility to ensure that your payment has reached us. In the event of any default of payments due under any of the above products arranged for you and/or failure to disclose any relevant information, the relevant insurer may withdraw benefits or cover. Details of these provisions will be included in the terms and conditions of your policy.
- Health Services Staffs Credit Union Limited complies with the requirements of the General Data Protection Regulation (GDPR) and the Data Protection Acts 1988-2018. We are committed to protecting your privacy and the data will only be processed in ways compatible to the purposes given. These are outlined in our Privacy Statements which are available on our website at www.hsscu.ie. We can also provide a paper version of the document by post or in branch. Please contact us should you wish to request a copy. If you have any concerns about your personal data, please contact dpo@hsscu.ie.
- Health Services Staffs Credit Union Limited will operate the following Complaints Procedure:
 - ❖ All complaints oral or written will be acknowledged in writing within 5 business days where the complaint has not been resolved
 - ❖ Details of all oral complaints will be recorded in writing by us, and each complainant is offered the opportunity to have their complaint treated as a written complaint
 - ❖ The complainant will receive the name of an individual(s) as a point of contact to discuss or forward their complaint to
 - ❖ You shall, while our investigation of the complaint is ongoing, receive from us a regular written updates on the progress of the investigation at intervals of not greater than 20 days
 - ❖ The credit union will attempt to investigate and resolve a complaint with 40 days of business of receipt of complaint, where the 40 days has lapsed and the complaint is unresolved the credit union will inform you of the anticipated timeframe it hopes to resolve the complaint and



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the credit union will inform you of your right to refer the matter to the Financial Services Ombudsman

- ❖ Within 5 business days of the completion of the investigation of a complaint we will send you a letter explaining clearly the outcome of the investigation and, if appropriate, explaining the terms of any offer of settlement which we are prepared to make in settlement of the complaint
 - ❖ Where it appears to us that you are not satisfied with the outcome of our investigation into the complaint we shall ensure that you are notified immediately of your right to refer the matter to the Financial Services Ombudsman
- Health Services Staffs Credit Union Limited holds Professional Indemnity Insurance in accordance with the Central Bank of Ireland's requirements.
 - Health Services Staffs Credit Union Limited is a member of the Investor Compensation Scheme, which provides certain remedies to eligible members on default by us. The main details on the operation and conditions of the scheme are below.

INVESTOR COMPENSATION ACT, 1998

Under Section 38 (1) of the Investor Compensation Act, 1998 we wish to draw your attention to the following:

- a) the Investor compensation Act, 1998 provides for the establishment of a compensation scheme and the payment, in certain circumstances, of compensation to certain members (known as eligible investors) of authorised investment firms, as defined in that Act;
- b) this credit union is a member of the compensation scheme;
- c) compensation may be payable where money or investment instruments owed or belonging to members and held, or in the case of investment instruments, administered or managed by the credit union cannot be returned to those members for the time being and there is no reasonably foreseeable opportunity for the firm being able to do so;
- d) a right to compensation will arise only:
 - i. if the member is an eligible investor as defined in the Act;
 - ii. if it transpires that the credit union is not in a position to return client money or investment instruments owned or belonging to the members of the credit union;
 - iii. to the extent that the members loss is recognised for the purposes of the Act.
- e) Where and entitlement to compensation is established, the compensation payable will be the lesser of:
 - i. 90% of the amount of the members loss which is recognised for the purposes of the Investor Compensation Act, 1998; or
 - ii. compensation of up to €20,000.00